BT wholesale

WHOLESALE CALLS
PRODUCT HANDBOOK

DOCUMENT HISTORY

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DOCUMENT SIGN OFF

ISSUE	DATE	NAME	ROLE
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1. INTRODUCTION

Wholesale Calls (WC) is a Communications Provider (CP) product, where BT Wholesale (BTW) supplies an end-to-end calls only telephony service to CPs for them in turn to offer a service to their End Users.

The service is available in two variants: Wholesale Calls Line Independent (WCLI) detailed in this handbook, and Wholesale Calls Line Associated (WCLA) which is the default calls package for Wholesale Line Rental (WLR) lines. See separate WLR documentation on the Openreach website – http://www.openreach.co.uk (for regulatory reasons BTW cannot include Openreach documentation within this handbook).

Wholesale Calls Line Independent (WCLI) is a calls only telephony product that enables CPs to offer their own branded telephony service to their customers. It is available on either a BT Retail line or a WLR line.

The Wholesale Calls Line Associated (WCLA) product is the default calls package supplied with a WLR Line. However the WCLI variant can be applied to a WLR line overriding the WCLA product as an additional call package option allowing CPs to offer telephony services, but without operating their own network.

BTW will provide the CP with a monthly invoice, this will provide a detailed breakdown of their WCLI call charges. The CP is responsible for setting its own retail call charges and for onward billing to its EUs.

The Product Handbook aims to help the CP understand the procedures and processes required for the provision of the WCLI product and the operational management between the CP and BTW on a day to day basis. It refers where appropriate to the WCLA product documentation.

2. WHOLESALE CALLS LINE INDEPENDENT REQUIREMENTS

2.1 Eligibility

In order to be eligible for the Wholesale Calls service, the CP must be a provider of a Public Electronic Communications Network (PECN) or a provider of Public Electronic Communication Services (PECS).

2.2 Service Establishment

Provision of the Calls Service by BT is subject to the successful completion of the Service Establishment process.

Service Establishment includes both the set up of the Customer for access to the online Portal (which is the interface for the provision and management of Wholesale Calls Line Independent orders), as well as the set up of the Calls Charges tariff which has been agreed.

Training on how to use the Portal is available if required, on request.

Service Establishment is normally completed within 14 days after both the acceptance by BT of the Order Form and the receipt from the Customer of all required documentation fully completed. Please note that completion of Service Establishment within 14 days is dependent upon DEDS access already being in place. If you do not have DEDS access, please speak to your Wholesale Calls Account Manager and they will work with you to arrange access.

BT will advise the Customer of the estimated time for the completion of Service Establishment and will notify the Customer when this has been completed.

2.3 BTW Billing

BTW will make available every day including weekends and public holidays, unpriced CDR files 6 times per day and the rated billing CDR files once per day on the Data Exchange and Distribution Server (DEDS). The CP will be issued with a User-id and Password as part of the Wholesale Calls Service Establishment process, allowing access to a private directory area on DEDS where the files will be stored. It is the responsibility of the CP to collect these files and transfer them to their own site using the File Transfer Protocol (FTP).

Full detail of the billing services is available in the Billing User Guide:
www.btwholesale.com/wholesalecalls

2.4 Customer Service

Please refer to the Customer Service Plan for a list of contacts and services:
www.btwholesale.com/wholesalecalls

2.5 Order Access

It is the CP's responsibility to register and gain a D-U-N-S Number from Dun and Bradstreet before any orders will be accepted through the e-trading channels. BTW will require this to be available at the start of the Service Establishment process.

Orders for the Wholesale Calls product may be made through the portal on BTWholesale.com. This will allow CPs to place orders and receive order notification files via the portal.

2.6 Changes and Updates to the Wholesale Calls Product

2.6.1 Wholesale Briefings

CPs will be notified on of any changes that affect BT Wholesale Calls. These are automatically distributed to anyone registered on BT Wholesale.com. Prior to service, the CP will ensure that all required recipients of notifications are registered.

2.6.2 Ad Hoc Updates

BT Wholesale will inform the CP of any product or service changes or enhancements on an ad hoc basis via the BTW Account Team.

2.7 Select Services

Select Services are a function of the access network used to provide the telephony service. Some of these services will have charges associated with making a call. The Line Provider will be billed directly for the use of the Select Service at the BT rate, to enable them to onward bill their End User.

For further information on additional services and charges refer to the Openreach Price List:
http://www.openreach.co.uk

2.8 Operator Connected Calls

Operator connected call facilities will be allowed where a Wholesale Calls service exists. However, please note that calls placed via an operator have 2 cost components, a facilities fee for setting up the call, and the charge for the call. Both components of these calls will be charged directly to the Line Provider for onward billing to the End User.

Please refer to the published Billing User Guide for further information: http://www.openreach.co.uk

2.9 BTW Wholesale Fixed Line Text

This service is designed to enable EUs with landlines to take advantage of the benefits of sending and receiving text messages not only to mobile phone users but also to other landline users.

A unique text to speech translation facility means that SMS messages can be listened to rather than read by people who do not have a SMS enabled home phone.

There is no need to apply for this service as it will be automatically available on wholesale lines - subject to line type. BT Text was designed to be used only on single

lines i.e. a Direct Exchange Line. Registration of EUs on the SMS platform is automatic on first use and confirmations of registration messages are provided.

Each line must be equipped with Calling Line Identity Presentation (also known as Caller Display in BT Retail). As Caller Display is one of the features that is removed when a line is transferred from BT Retail to the CP, the CP must ensure that this feature is re-ordered if the end user wishes to receive SMS on their fixed line. Please refer to www.btwholesale.com for more information and pricing on this product.

2.10 Incompatible Products

There is a number of service incompatibilities associated with Wholesale Calls. The following table details the descriptions of the products that will result in a provision order being rejected. The Communications Provider must check for such incompatible services, with the End User, before submitting an order. Further detail on rejection codes and reasons can be found in section 7.

WCLI Incompatible products

PRODUCT NAME
BT Bill Direct - ISDN 2/2e User
BT Bill Direct - Highway PSTN User
BT Bill Direct - Highway ISDN User
BT Bill Direct - PSTN User
BT Bill Direct - OLO ISDN User
BT Bill Direct - OLO PSTN User
Exchange Line: Terminating On Mercury Payphone
Exchange Line: In Street - Linebox (Carrier)
Nsp: Full Provision & Maintenance
Nsp: Standard Connection (1 Metre)
Nsp: Standard Connection For OLO Payphones
Nsp: Generic Survey Activity
BT In-Contact Plus Exchange Line On Linebox
BT In-Contact Plus Exchange Line On Master Socket
BT In-Contact Plus Exchange Line Hardwired
BT In-Contact Plus O/Going Calls Barred Chargeable
BT In-Contact Plus Ocb Non Chargeable
Featurenet: Standard Access Lines
Featurenet: Analogue Interworking Lines
Featurenet: Digital Interworking Lines
Featurenet: Data Circuits
Featurenet: Main Access Line Number
Featurenet: M5312 Phone

PRODUCT NAME
Featurenet FN5020 Op Sys Bus Svr Wk Stn
Featurenet FN5020 Op Sys Bus Pl Standalone
Featurenet FN5020 Op Sys Bus Standalone
Featurenet FN5020 Op Sys Standalone
Featurenet 5000i - Basic Rate Access ISDN
Fnet Fn5020 Op Sys Bus Plus Server
Fnet Fn5020 Op Sys Replication Software
Fnet Fn5020 Op Sys Bus Server
Optima Mono Headset Kit (Featurenet M6310)
Optima Duo Headset Kit (Featurenet M6310)
Profile 3 In 1 Headset Kit (Featurenet M6310)
Profile Binaural Headset Kit (Featurenet M6310)
Optima Mono Headset Top Only (Featurenet M6310)
Optima Duo Headset Top Only (Featurenet M6310)
Profile 3 In 1 Headset Top Only (Featurenet M6310)
Profile Binaural Headset Top Only (Featurenet M631
Featurenet Terminal M6310
Auralite Headset M6310 Featurenet Terminal Kit
Featurenet Terminal M6310 Warranty Replacement
Featurenet M622 Add On Module Warranty Replacement
M6000 Series Single Footstand
M6000 Series Double Footstand
Featurenet FN5020 10 Metre Cable

Featurenet: M518 Add-On Module	FN5020 Operator System - Non Chargeable System Rec
U- Headset2A - USE A50355 With GN Headset Top	DD - Featurenet Parts
Featurenet: M5212 ACD Phone	Featurenet Embk CM Trial Only
Featurenet M5212 - 3in1 Headset	Advantage Plus Headset Kit (Featurenet M6310)
Featurenet: M5209 Phone	Featurenet Export
Featurenet: Receptionist Console Option 1	Featurenet Terminal M6320
Featurenet: Emergency Order Fee	Fnet Bra Win/Winback
Featurenet: Receptionist Operator Position(Growth)	Fnet Bra Export/Loseback
Featurenet: SBC Personal Computer	Featurenet Loseback
Featurenet: Receptionist Console MTS	Number Transfer To Featurenet
Featurenet: Receptionist Console VIOC	Multi-Number Transfer To Featurenet
Featurenet: Receptionist Console Option 4	Featurenet 6010 Standalone SBC Software Only
Featurenet: Receptionist Console Option 3	Featurenet 6011 Standalone SBC Complete
Featurenet: Receptionist Console Option 2	Featurenet 6020 Enhanced Standalone SBC Software
Featurenet Site Based SRU Job Driver	Featurenet 6021 Enhanced Standalone SBC Complete
Featurenet: SBC Headset Kit	Featurenet 6120 Multi Console S/W For 5 Or Less
Featurenet: New Supply Only	Featurenet 6221 Multi Console SBC Complete 6+
Featurenet Measure Line Loss	Featurenet 6220 Multi Console SBC S/W Only 6+
Screen Based Console Headset	Featurenet 6121 Multi Console Complete For Under 5
Screen Based Console Visually Impaired, Full VIOC	Featurenet FN6000 Series 601x To 602x Upgrade
SBC Visually Impaired, Magnified Text Option 5yr	Featurenet 6020 Absence S/W Upgrade (No Outlook)
SBC Visually Impaired, Magnified Text Option 3yr	Featurenet 6020/6021 Absence S/W (With Outlook)
Screen Based Console Keyboard Kit 5 Year	Featurenet 6020/6021 SBC Topic S/W Upgrade
Screen Based Console-Keyboard Kit	Featurenet 6020/21 Announcement S/Ware
Screen Based Console-Keyboard Kit	Featurenet SBC 5020 To 6021 Upgrade
SBC Local Common Equipment Kit 5 Year	Featurenet SBC Software Configuration (1hr)
SBC Local Common Equipment Kit 3 Year	Featurenet SBC Software Configuration (4hrs)
Screen Based Console Local Common Equipment Kit	Featurenet FN6000 Series Database Config & Importn
Screen Based Console - Visually Impaired Option 3	Featurenet SBC Bespoke Database Configuration
SBC – Visually Impaired Option 2 5 Year	Featurenet SBC Basic Admin Training Per Person
Screen Based Console - Visually Impaired Opt2 3yr	Featurenet S/W Module Training Per Person
Screen Based Console - Visually Impaired Opt 2	Featurenet SBC Flat Screen VDU
SBC – Visually Impaired Opt 1 5 Yr	Featurenet FN6000 Series SBC Keyboard
Screen Based Console / Visually Impaired	Featurenet SBC Consultant Service

Screen Based Console - Visually Impaired	Featurenet 1000 Service Identifier
SBC – Visually Impaired, Full VIOC Option 5yr	Featurenet - On Site Training
SBC Personal Computer - Visually Impaired	Featurenet - On Site Training (Half Day)
SBC Personal Computer - Visually Impaired 3 Yr	Featurenet SBC3 - On Site Training (Half Day)
SBC Personal Computer - Visually Impaired 5 Yr	Featurenet SBC3 - On Site Training (Full Day)
Screen Based Console Personal Computer 5 Year	Featurenet Tele M5209 Nextday DFF RFB
Screen Based Console Personal Computer 3 Year	Featurenet Tele M5212 Nextday DFF RFB
SBC Headset Kit - Visually Impaired	Featurenet Tele M5312 Nextday DFF RFB
SBC LCE Kit - Visually Impaired 5 Year	Featurenet Tele M6310 Nextday DFF RFB
Screen Based Console LCE Kit / Visually Impaired	Remote Call Forwarding For Featurenet Customers
Screen Based Console LCE Kit - Visually Impaired	Featurenet Access Line On Remote Call Forwarding
Screen Based Console - Visually Impaired 5 Yr	Featurenet Access Line On Caller Redirect
Screen Based Console - Visually Impaired.	Featurenet Quarterly Call Redirect
Screen Based Console:- Visually Impaired	Fnet F - Proposed Product Contact PDT For Details
Screen Based Console - Visually Impaired Opt 3 5yr	Fnet F - Proposed Product Contact PDT For Details
Screen Based Console - Visually Impaired Opt 3 3yr	Fnet F - Proposed Product Contact PDT For Details
Featurenet Screen Based Console Opt 4 5yr	Fnet F - Proposed Product Contact PDT For Details
Featurenet-Screen Based Console	Fnet F - Proposed Product Contact PDT For Details
Featurenet Screen Based Console Opt 3 5yr	Fnet F - Proposed Product Contact PDT For Details
Featurenet Screen Based Console Opt 3 3yr	Fnet F - Proposed Product Contact PDT For Details
Featurenet Screen Based Console Opt 2 5yr	Fnet F - Proposed Product Contact PDT For Details
Featurenet Screen Based Console	Featurenet 1000 DDI Main Access Line Number
Featurenet Screen Based Console Opt 1 3yr	Featurenet 1000 DDI Standard Access Line
Featurenet Screen Based Console Opt 1 5yr	Featureline Corporate Access Line Connection
Featurenet Feature Phone Wall Mounting Kit	Featureline Corporate Auxiliary Line Connection
Featurenet Feature Phone Add-On Module M518	Featureline Corporate Access Line Pbx Connection
Featurenet Feature Phone M5209	Featureline Corporate Auxiliary Pbx Connection
Featurenet Feature Phone M5312	Featureline Corporate Line Conversion From PSTN
Featurenet ACD Feature Phone M5212	Featureline Corporate Aux Line Convert From PSTN
Featurenet Doubler Plug	Featureline Corporate Line Convert From Fline
Featurenet FN5020 Op Sys Bus Work Station	Featureline Corporate Aux Line Convert From

	Fline
Featurenet FN5020 Op Sys Bus Svr Work Station	Featureline Corporate Line Convert From Embark
Featurenet FN5020 Operator Headset	Featureline Corporate Aux Line Convert From Embark
Featurenet FN5020 Operator Telset M5209	Featureline Corporate Line Convert To PSTN
Featurenet FN5020 Operator Telset M5212	Featureline Corporate Line Convert To Embark Cal
Featurenet FN5020 Op Sys Emergency Order Fee	Featureline Corporate Line Convert To Featurelline
Featurenet FN5020 Op Sys Set Up Fee	Featureline Corporate PBX Line Convert From PSTN
Featurenet FN5020 Op Sys All Modules	Featureline Corporate Aux PBX Convert From PSTN
Featurenet FN5020 Op Sys Training	Featureline Corporate PBX Convert From Embark
Featurenet FN5020 Op Sys Magnified Text	Featureline Corporate Aux PBX Convert From Embark
Real Time Rating Network Activation	Featureline Corporate Pbx Convert From Fline
Featurenet FN5020 Op Sys VIOC	Featureline Corporate Aux PBX Convert From Fline
Featurenet FN5020 Op Sys Absence Module	Featureline Corporate Access Line Rental
Featurenet FN5020 Op Sys Message Module	Featureline Corporate Access Line 3Year LTC Rental
Featurenet FN5020 Op Sys Topic Module	FON For Featureline Corporate Access Lines
Featurenet FN5020 Op Sys Bus Pl Wk Stn	W/S ISDN30E Admin Cont ICB
Barred Truck	ISND 30 Selctve OCB: All Calls
O/G Calls Barred - First Line (Each Add Line A16731)	W/S ISDN30e Sel OCB -All Calls
Temporarily Out of Service (TOS) including 999 calls	~~Wholesales I30 Debt Mgt OCB~~
O/G Calls Barred Per Addn Line (see A13507)	R2CC
ISDN Admin Controlled OCB	W/A Route To Credit Control WA
ISDN Admin Controlled ICB	OCB Option 1 - Tagging Line
Each additional line Outgoing Calls Barred with access to 999, 150, 151, 152, 154, reverse charge calls	TOS WA PSTN WA
Outgoing Calls Barred with access to 999, 150, 151, 152, 154, reverse charge calls	TOS WA ISDN2 WA
ISDN30E&I421 Adm O/G Barr	TOS WA ISDN2 (PSTN 1+2)WA
ISDN30E&I421 Adm I/G Barr	TOS Wholesale ISDN30E WA
OCB (Billing Use)	TOS Wholesale ISDN30 DAS WA
2E SOCB Al/Call Excpt 999 &100	~~OCB Except 1st Line – WC~~
U-Temp Svce - Call Barring	~~WC Route To Number~~
FLine Extra Line Admin OCB	~~Wholesales I30 Debt Mgt OCB~~
FLine Line Admin OCB	Bt In-Contact Plus OCB Ex Line
WLR3- ISDN2e Permanent Incoming Call Barring (ICB).	Bt In-Contact Plus OCB Ex Line
WLR3- ISDN2e Permanent Outgoing Call Barring (OCB)	Equinox ISDN30 OCB
SP DIG SOCB All Calls Xcpt 999	Bt Pay & Call Rental Periodicity - Weekly
WLR3- ISDN2e Outgoing Call Barring (OCB) for debt management	Bt Pay & Call Rental Periodicity - Fortnightly

Wholesale Dm OCB Addtl Line
Wholesale Dm OCB 1st Line
OCB1-Pay & Call
Debt Limitation Full OCB (with 999 access)
C&A OCB 1st Line
C&A OCB Addtl Line
C&A OCB 1st Line
C&A ICB Addtl Line
C&A OCB Except 1st Line
C&A OCB Except Addtl Line
~~Call Barring – WA~~
Debt Management OCB Addtl Line Wholesale Access
WA Debt Mgt 1line (OCB Cat 1)
OCB 1st Line – WA
OCB Addtl Line – WA
OCB Except 1st Line – WA
OCB Except Addtl Line - WA
ICB 1st Line – WA
ICB Addtl Line - WA
W/S ISDN30E Admin Cont OCB
Featureline (New Lines) Connection Charge
Featureline Aux (New Lines) Connection Charge
Featureline Temporary Service
Featureline Temporary Service Aux
Featureline 1 - 4 Lines PBX
Featureline Conversion + Shift Special Offer
Featureline Aux Conversion+Shift Special Offer
Featureline New Line
Featureline New Line (2 Line)
Featureline Aux Line
Featureline New Line (3+ Line)
Featureline New Aux Line (3+Lines)
Featureline PBX New Line
Featureline PBX New Line (3+ Lines)
Featureline PBX New Line (2 Lines)
Featureline Aux PBX New Line
Featureline Aux PBX New Line (3+Line)
Featureline PBX Aux Temporary Service
Featureline PBX Temporary Service
Featureline PBX Aux Line Conv From Bus Ord Line
Featureline PBX AUX Conver+Shift Bus Ord Line
Featureline PBX Line Conv From Bus Ord Line
Featureline PBX Convert+Shift From Bus Ord Line
Featureline Special Events New Line
Featureline Special Event Aux Line
Featureline 1-4 Lines
Featureline 5+ Lines
Featureline 5-9 Lines

Bt Pay & Call Rental Periodicity - Monthly
Bt Pay & Call Rental Periodicity - Quarterly
BT Pay & Cal Payment Card
BT Pay & Call Repayment Plan £10 Per Week
Bt Pay & Call Dummy Osc Product
LUS Exchange Line - Hardwired
LUS Exchange Line - Linebox
LUS Exchange Line - Master Socket
LUS Exchange Line Mpp - Hardwired
LUS Exchange Line Mpp - Linebox
LUS Exchange Line Mpp - Master Socket
LUS Exchange Line Dd - Hardwired
LUS Exchange Line Dd - Linebox
LUS Exchange Line Dd - Master Socket
LUS Exchange Line On Double Socket
LUS Exchange Line - Mpp - On Double Socket
LUS Exchange Line - Dd - On Double Socket
Bt Basic
Featureline 30+ Lines
Featureline 1-4 Lines 3 Year Ftc
Featureline 1-4 Lines 5 Year Ftc
Featureline 5-9 Lines 5 Year Ftc
Featureline 5-9 Lines 3 Year Ftc
Featureline 10-19 Lines 3 Year Ftc
Featureline 10-19 Lines 5 Year Ftc
Featureline 20-29 Lines 5 Year Ftc
Featureline 20-29 Lines 3 Year Ftc
Featureline 30+ Lines 3 Year Ftc
Featureline 30+ Lines 5 Year Ftc
Featureline Special Event 1-4 Lines Rental
Featureline Special Event 5-9 Lines Rental
Featureline Special Event10-19 Lines Rental
Featureline Special Event20-29 Lines Rental
Featureline Special Event30+ Lines Rental
Business Highway/FeatureLine on PSTN port 1
BTTfB FeatureLine Rental 1-4 Line
BTTfB FeatureLine Rental 5-19 Line
BTTfB FeatureLine Rental 20+ Line
BTTfB FeatureLine Rental 1-4 Line 3 year
BTTfB FeatureLine Rental 5-19 Line 3 year
BTTfB FeatureLine Rental 20+ Line 3 year
BTTfB FeatureLine Rental 1-4 Line 5 year
BTTfB FeatureLine Rental 5-19 Line 5 year
BTTfB FeatureLine Rental 20+ Line 5 year
Business Highway/FeatureLine on PSTN port 2
BTTfB FeatureLine Compact Standard Rental
BTTfB FeatureLine Compact 3 year Rental
BTTfB FeatureLine Compact 5 year Rental

Featureline 10-19 Lines	FEATURELINE 30+ LINES
Featureline 20-29 Lines	FeatureLine Renumber
Fline Comp Bus Plan Conn - 3yr	Featureline Renumber Driver
FeatureLine Compact Non BP Connenction	DD - FeatureLine User Guide
FeatureLine CLI Permanent Withold (No Control)	Featureline CM Trial Only
FeatureLine (conversion) connection charge	FeatureLine Call Minder (Job Driver)
FeatureLine Aux (conversion) connection charge	FeatureLine Hunt Group (per line charge)
Featureline Dual Line Telephone	Featureline direct inward dialling number
Featureline Cancel Link up	Featureline local link site
Featureline Provide Link Up	Featureline local link line
FeatureLine Call Measurement	FeatureLine Call Mapping SP 121
Business Highway/FeatureLine	FeatureLine Call Mapping SP Vodafone
Convert to Business Highway/FeatureLine on port 2	FeatureLine Call Mapping SP Cellcom
Business Highway/FeatureLine conv to BH PSTN port1	Featureline Corporate Access line connection
Business Highway/FeatureLine conv to BH PSTN port2	Featureline Corporate Auxiliary line connection
FeatureLine Welcome Pack	Featureline Corporate Access line PBX connection
FeatureLine Caller Display	Featureline Corporate Auxiliary PBX connection
Featureline Tapi Kit	Featureline Corporate Line Conversion From PSTN
Featureline Telephone Handset With Cord	Featureline Corporate Aux Line Convert From PSTN
Non Return of FeatureLine CPE	Featureline Corporate Line convert From FLine
DD - FeatureLine Telephones	Featureline Corporate Aux Line Convert from FLine
Featureline Exchange Work Only	Featureline Corporate Aux PBX Convert From FLine
Featureline Corporate Line Convert from Embark	Featureline Corporate Access Line Rental
Featureline Corporate Aux line Convert from Embark	Featureline Corporate Access Line 3Year LTC Rental
Featureline Corporate line Convert To PSTN	FON For Featureline Corporate Access lines
Featureline Corporate Line Convert To Embark CAL	Featureline connection at prewire exhibition site
Featureline Corporate Line Convert to Featurelline	Conversion from PSTN to Featureline Compact
Featureline Corporate PBX Line Convert From PSTN	Conversion PSTN to Auxilary Featureline Compact
Featureline Corporate Aux PBX Convert From PSTN	New or Additional Featureline Compact lines
Featureline Corporate PBX Convert From Embark	New/ Additiona/ Auxiliary Featureline Compact
Featureline Corporate Aux PBX Convert from Embark	Convert Featureline to Featureline Compact
Featureline Corporate PBX Convert From FLine	Convert PSTN to Aux Featureline Compact PBX
Convert Featureline to Aux Featureline Compact	Convert Featureline to Featureline Compact PBX
Featureline Compact standard rental	convert featureline to aux featureline compact PBX
Featureline Compact 3 Year Term Contract Rental	new or additional featureline compact PBX
Featureline Compact 5 Year Term Contract Rental	New or Additional Aux Featureline Compact PBX
Convert PSTN to Featureline Compact PBX	Free Conversion To Aux Featureline Compact Bp/Ltc
Free Connection Featureline Compact With BP or LTC	Hunt Group per line for Featureline Compact
Free Connection Aux Featureline Compact BP/LTC	Featureline Call Mapping SP BTCellnet

Free Conversion To Featureline Compact With Bp/Ltc	Excess Construction charges for F/Line(& variants)
W/S ISDN30E Admin Cont ICB	ICB ADDTL Line - WA
ICB 1st Line - WA	C&A ICB ADDTL Line
WLR3- ISDN2e Permanent Incoming Call Barring (ICB)	ISDN Admin Controlled ICB
Broadband Talk BT PSTN	Broadband Voice Bus BT PSTN

Key

Added Products	~~Removed Products~~

3. ORDERING

This section gives information about the ordering process for CPs to provide the Wholesale Calls product to its EUs.

3.1 The Process (Order Provisioning)

BT Wholesale will provide the CP with 2 mechanisms to place orders for the Wholesale Calls product. These use industry standard protocols and are available 24 hours a day, 7 days a week. These are via the following:

- BTWwholesale.com Web Portal - used for placing individual orders (up to 5 orders can be entered at a time)
- The Wholesale Calls Bulk Tool - allows multiple orders to be placed. The maximum size profile is 1000 orders in a single file, although multiple files can be submitted.

The Portal can be reached via the URL http://www.btwholesale.com which will take the user directly to the application once the login has been completed through the customer zone.

For the Wholesale Calls Bulk Load Tool please also refer to the published user guide located on the wholesale calls webpage: http://www.btwholesale.com/wholesalecalls

3.2 Provisioning Direct Dialling In (DDI) Numbers

When placing a Provide Order on a PSTN Multi-line, the CP will need to submit a Provide Order in respect of each CLI in the multi-line group.

For ISDN lines with multiple DDIs, the CP only needs to submit a Provide Order against the ISDN main number not every DDI.

3.3 Postcode Validation

A pre-requisite for any Order placement is that the relevant CLI has been validated by the associated postcode.

The input criteria that the CP must provide are:

- The Caller Line Identity (CLI) - Mandatory
- Customer Requested Date (CRD)
- Postcode
  If the line is BTR: - Installation Postcode
  If the line is WLR: - The Postcode of the registered address of the CP providing that WLR Line.

On a BTR line, BTW will attempt to match the postcode supplied with the installation postcode. First a straightforward comparison will be used and then fuzzy logic. The parameters for the fuzzy logic are to ignore the last two characters of the postcode and request a match. If this is successful, the postcode is used. If a match cannot be

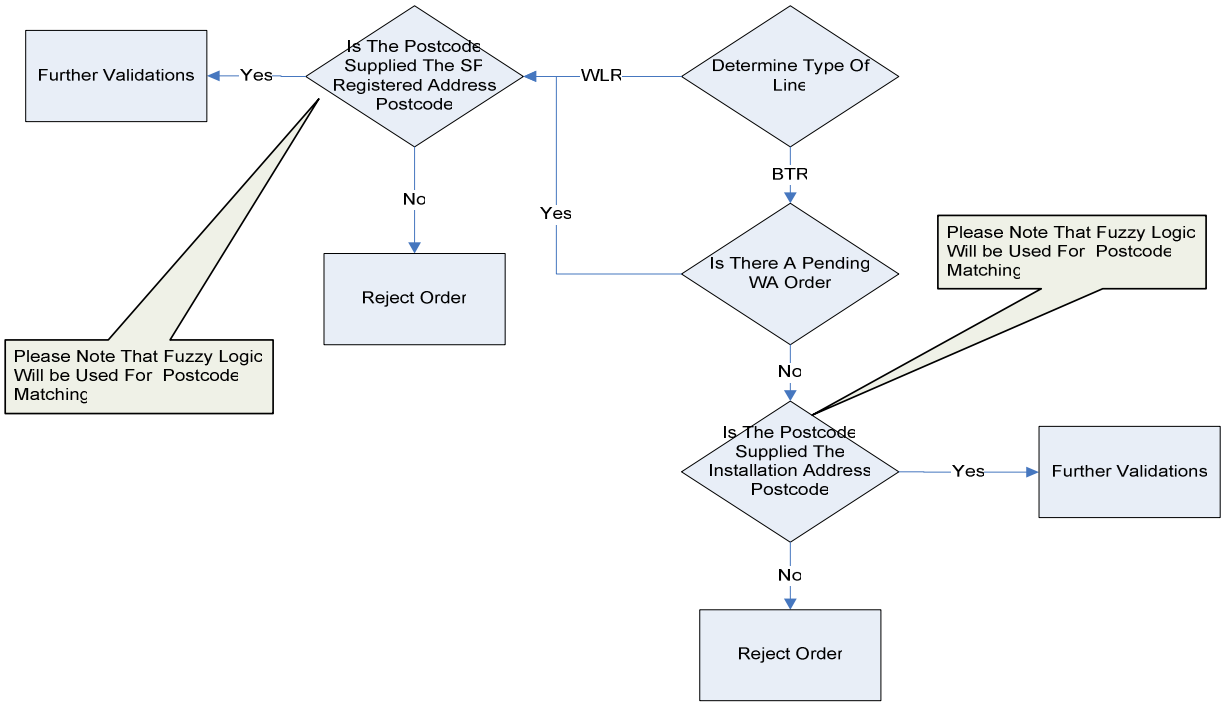
achieved then the Provide Order will be rejected. Please see the notifications information in Section 4 of Handbook.

On a WLR line BTW will attempt to match the postcode supplied with the WLR CP registered address postcode, first with a straightforward comparison and then using fuzzy logic (which applies logic to determine if the correct postcode has been used but has been incorrectly entered). If a match cannot be achieved then the Provide Order will be rejected.

It should be noted that circumstances might arise during the order handling process where a change to the status of the line may cause the Wholesale Calls order to be invalidated. If there is an open order for another service (for example CPS ALL) the WC order will fail.

The flow diagram below details the postcode validation in detail.

Postcode Validation Flow Diagram



3.4 Transferring an existing BTW Customer to a CP (Set- up order including CP to CP transfer)

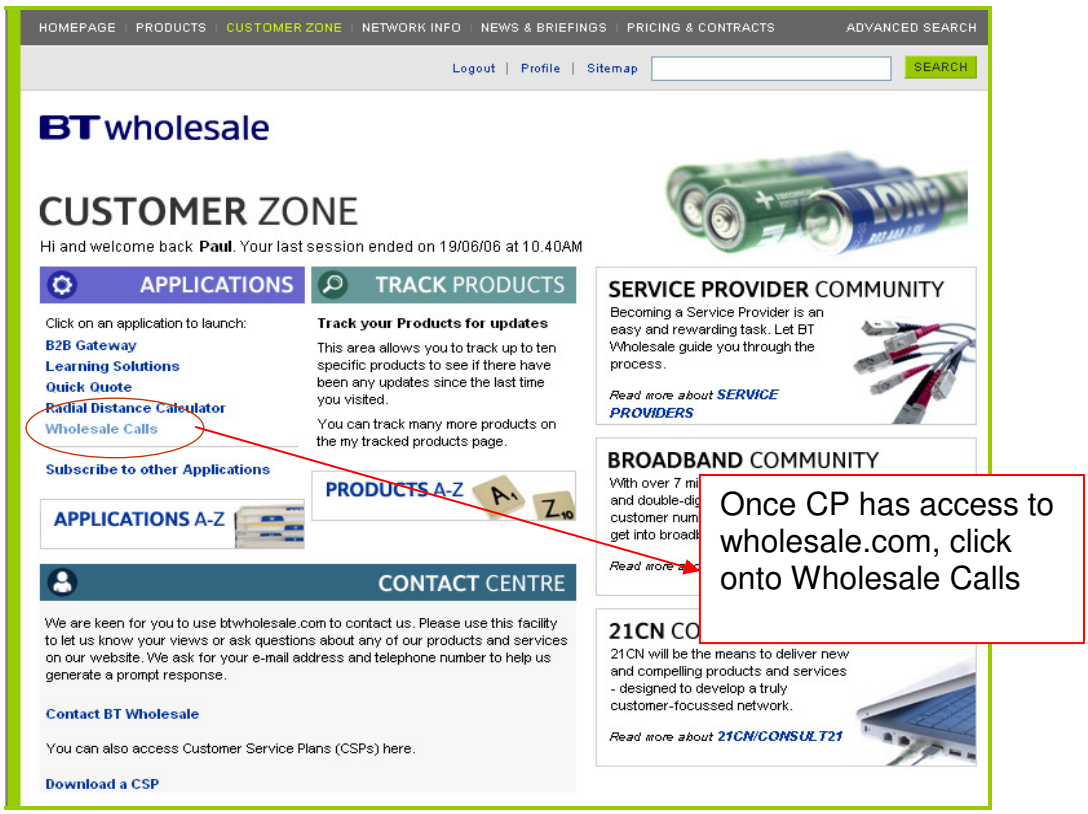
All set up orders to provide the WCLI service must be provided on an individual CLI basis where the associated numbers differ from the main number. This applies to both set up orders provisioning and CP to CP transfer.

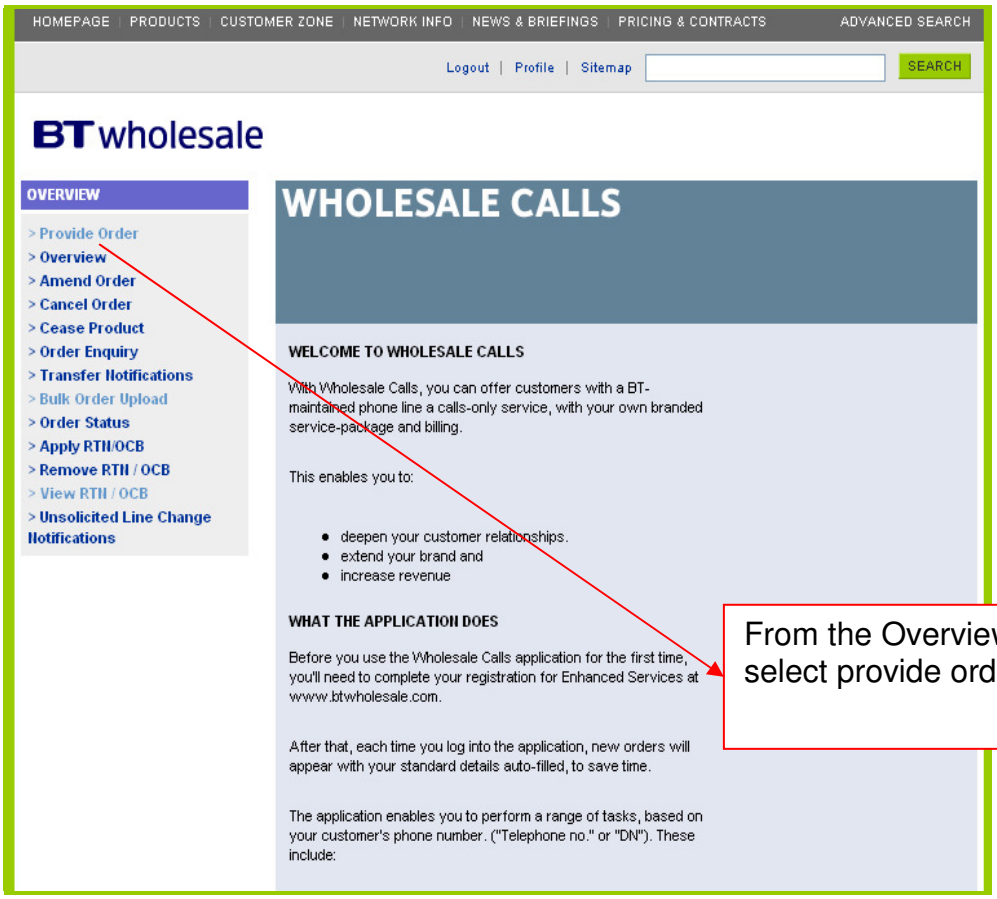
A set up charge will be applied per successful transfer per CLI for non WC-VDS customers.

The set up orders can be provided by the following:

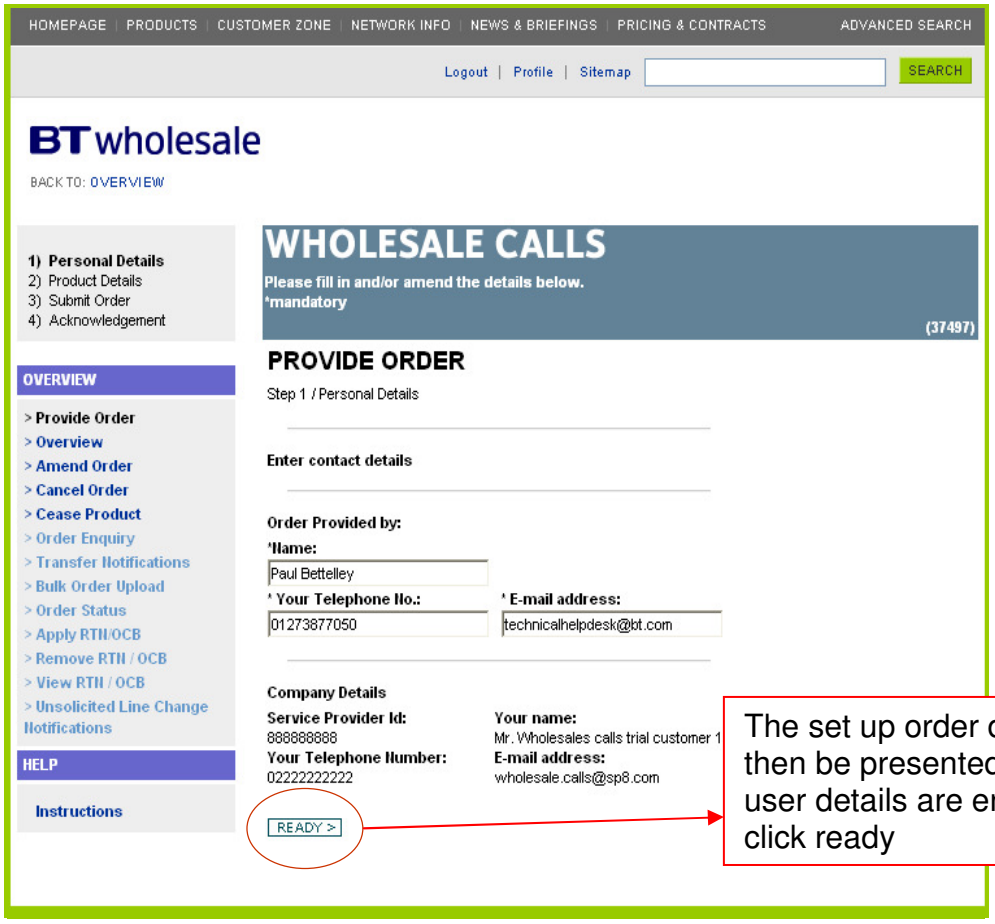
- Set up order via the Bulk Upload Tool– please refer to published user guide on www.btwholesale.com.wholesalecalls
- Set up order via the Portal – please see below

The following screen shots highlights the screens visible to the CP during the set-up order process.

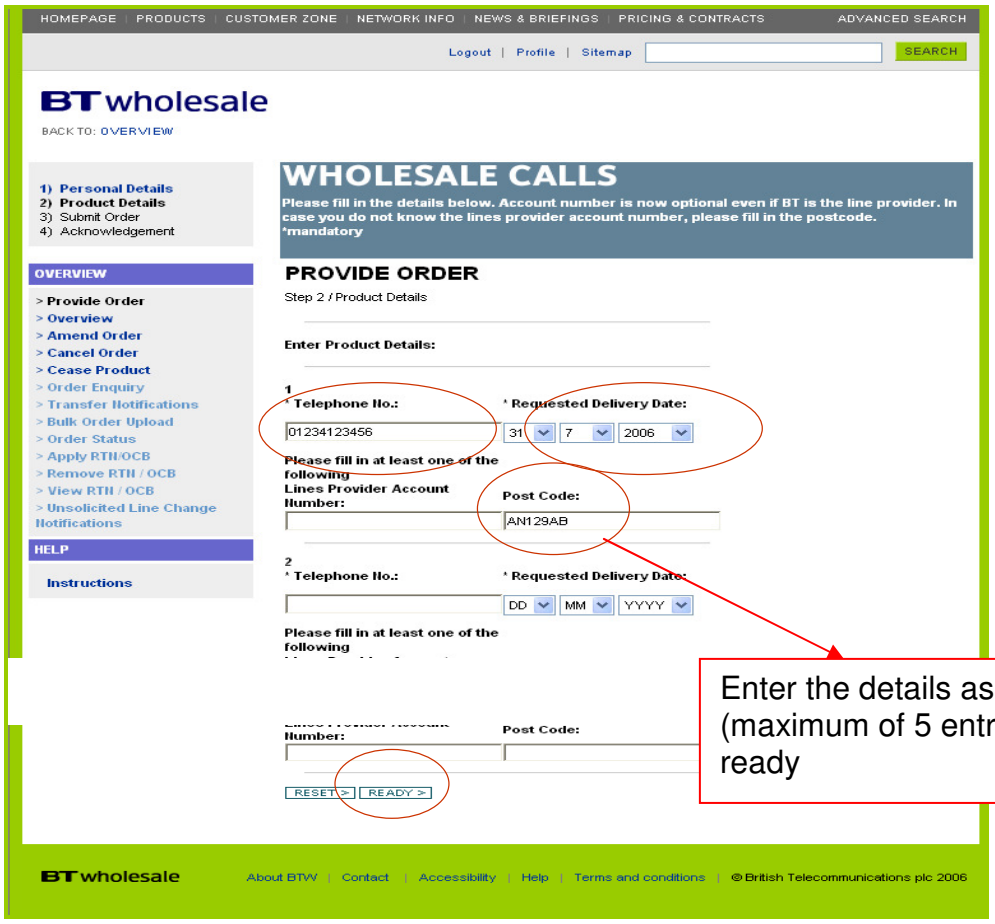

HOMEPAGE | PRODUCTS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | ADVANCED SEARCH
Logout | Profile | Sitemap
SEARCH
BT wholesale
CUSTOMER ZONE
Hi and welcome back Paul. Your last session ended on 19/06/06 at 10.40AM
APPLICATIONS
Click on an application to launch:
B2B Gateway
Learning Solutions
Quick Quote
Radial Distance Calculator
Wholesale Calls
Subscribe to other Applications
APPLICATIONS A-Z
TRACK PRODUCTS
Track your Products for updates
This area allows you to track up to ten specific products to see if there have been any updates since the last time you visited.
You can track many more products on the my tracked products page.
PRODUCTS A-Z
CONTACT CENTRE
We are keen for you to use btwholesale.com to contact us. Please use this facility to let us know your views or ask questions about any of our products and services on our website. We ask for your e-mail address and telephone number to help us generate a prompt response.
Contact BT Wholesale
You can also access Customer Service Plans (CSPs) here.
Download a CSP
SERVICE PROVIDER COMMUNITY
Becoming a Service Provider is an easy and rewarding task. Let BT Wholesale guide you through the process.
Read more about SERVICE PROVIDERS
BROADBAND COMMUNITY
21CN CO
21CN will be the means to deliver new and compelling products and services - designed to develop a truly customer-focussed network.
Read more about 21CN/CONSULT21
Once CP has access to wholesale.com, click onto Wholesale Calls


HOMEPAGE | PRODUCTS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS ADVANCED SEARCH
Logout | Profile | Sitemap
SEARCH
BT wholesale
OVERVIEW
> Provide Order
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTI/OCB
> Remove RTI / OCB
> View RTI / OCB
> Unsolicited Line Change Notifications
WHOLESALE CALLS
WELCOME TO WHOLESALE CALLS
With Wholesale Calls, you can offer customers with a BT-maintained phone line a calls-only service, with your own branded service-package and billing.
This enables you to:
deepen your customer relationships.
extend your brand and
increase revenue
WHAT THE APPLICATION DOES
Before you use the Wholesale Calls application for the first time, you'll need to complete your registration for Enhanced Services at www.btwholesale.com.
After that, each time you log into the application, new orders will appear with your standard details auto-filled, to save time.
The application enables you to perform a range of tasks, based on your customer's phone number. ("Telephone no." or "DN"). These include:

From the Overview menu, select provide order



The set up order details will then be presented. Once the user details are entered, click ready


HOMEPAGE | PRODUCTS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | ADVANCED SEARCH
Logout | Profile | Sitemap
SEARCH
BT wholesale
BACK TO: OVERVIEW
1) Personal Details
2) Product Details
3) Submit Order
4) Acknowledgement
OVERVIEW
> Provide Order
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTN/OCB
> Remove RTN / OCB
> View RTN / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
WHOLESALE CALLS
Please fill in the details below. Account number is now optional even if BT is the line provider. In case you do not know the lines provider account number, please fill in the postcode.
*mandatory
PROVIDE ORDER
Step 2 / Product Details
Enter Product Details:
1
* Telephone No.:
* Requested Delivery Date:
01234123456
31 7 2006
Please fill in at least one of the following
Lines Provider Account Number:
Post Code:
AN129AB
2
* Telephone No.:
* Requested Delivery Date:
DD MM YYYY
Please fill in at least one of the following
Number:
Post Code:
RESET >
READY >
BT wholesale
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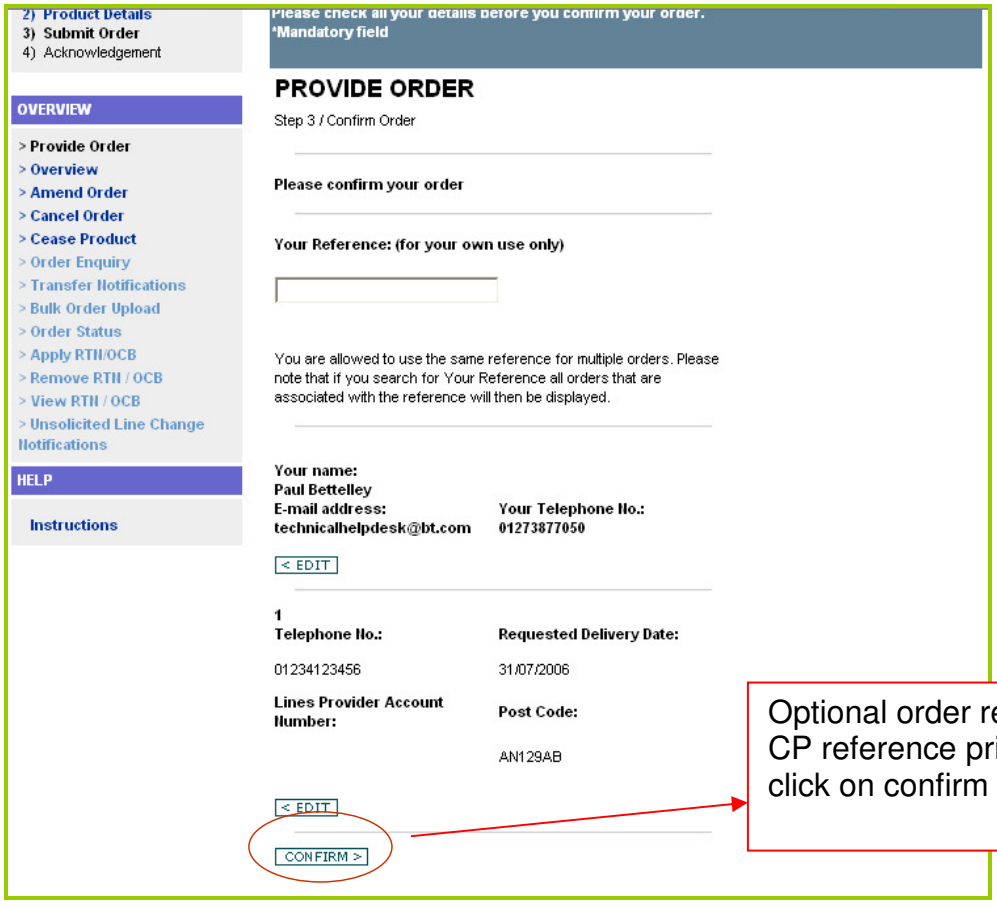
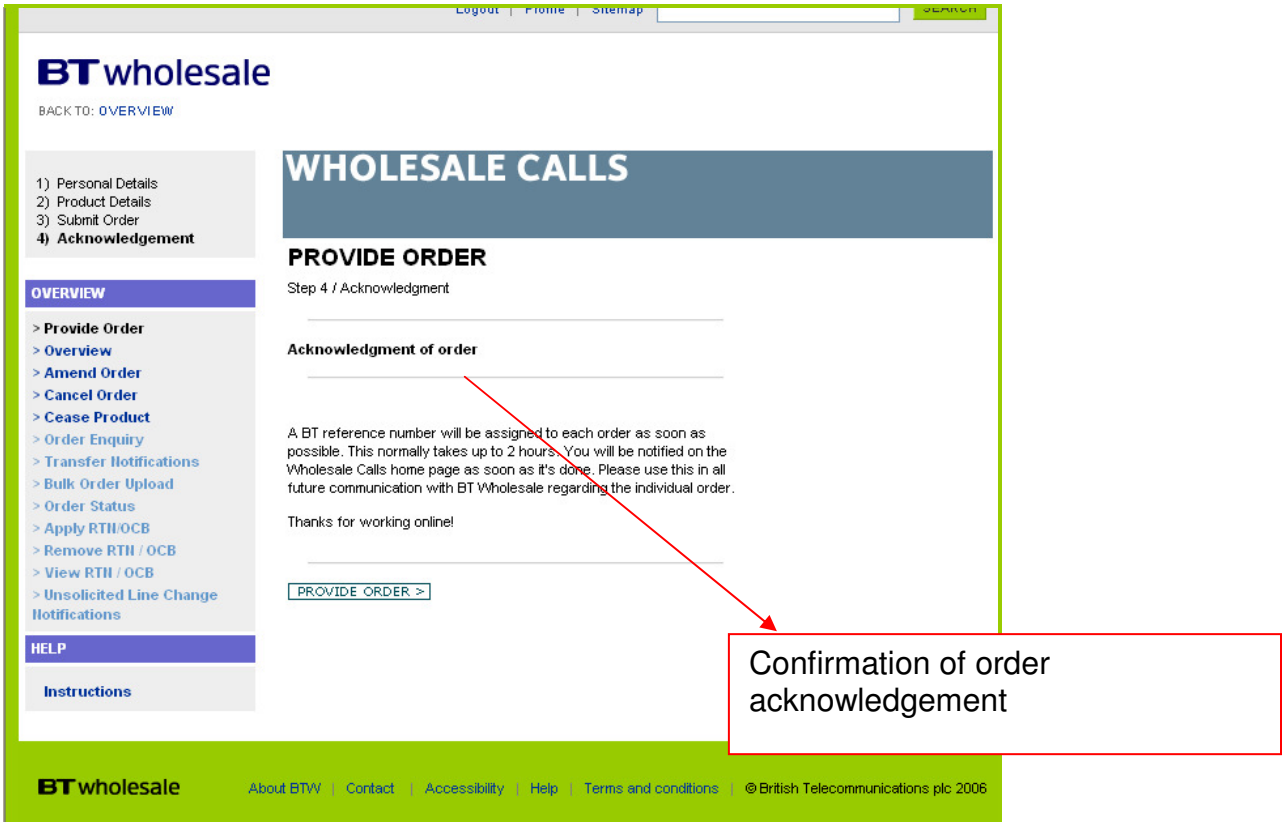
Enter the details as highlighted (maximum of 5 entries), click ready



Optional order ref may be entered for CP reference prior to confirmation, click on confirm


BT wholesale
BACK TO: OVERVIEW
1) Personal Details
2) Product Details
3) Submit Order
4) Acknowledgement
OVERVIEW
> Provide Order
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTI/OCB
> Remove RTI / OCB
> View RTI / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
WHOLESALE CALLS
PROVIDE ORDER
Step 4 / Acknowledgment
Acknowledgment of order
A BT reference number will be assigned to each order as soon as possible. This normally takes up to 2 hours. You will be notified on the Wholesale Calls home page as soon as it's done. Please use this in all future communication with BT Wholesale regarding the individual order.
Thanks for working online!
PROVIDE ORDER >
BT wholesale
About BTW | Contact | Accessibility | Help | Terms and conditions | © British Telecommunications plc 2006
Confirmation of order acknowledgement

In response to a Provide Order BTW will:

- co-ordinate the transfer of the EUs existing service to the CPs Calls Service
- commence service on that telephone number on the CRD. The minimum lead-time for the transfer will be 10 working days excluding weekends and UK Public and Bank Holidays. Orders on WLR lines placed before 12:00 will transfer on the next working day.
- reject Orders if there are any Incompatible Products on the line. A list of incompatible products is provided in section 2.9.
- assign a Wholesale Order id when the Order reaches the ‘confirmed' state
- advise the losing CP, who currently has service, that an Order has been placed that would terminate the existing service. This is achieved via the Advice of Transfer Notification message
- automatically notify the CP, of changes in the Order status
- only act as the broker for the transfer between the CP and the losing CP and will not enter into any dispute regarding the EU

As part of the industry practice agreed with OFCOM it is the responsibility of the Losing/Gaining CP to manage all communications/correspondence with their EUs.

If the EU wishes to remain with their existing CP this can be notified to BTW in response to the Advice of Transfer Notification message, up to noon on the day before the CRD

CPS Removal - If Wholesale Calls is applied to a line that has CPS All calls, this service will automatically be removed as part of the set up order.

3.5 Mass Migration

The mass migration tool is for CPs who wish to migrate their customer base to the BTW WCs product during a short period of time. This tool is restricted to CPs whose migrating customer base is in excess of 150,000 CLIs due to the project based nature of the tool. There may also a charge associated with this. Please contact your account manager if you wish to discuss this in further detail.

3.6 Order Status

The status of all orders will be provided once daily. Orders can hold the following statuses:

- Confirmed
- Completed
- Rejected
- Delay in order progression
- Order cancelled
- CRD Amend Rejected
- CRD Amend Accepted
- Reject Cancel Request

Note: Completed orders will still be visible for 90 days in an archive folder following the completion of the order. Other orders will remain for 90 days once the order completes.

3.7 Cease Order

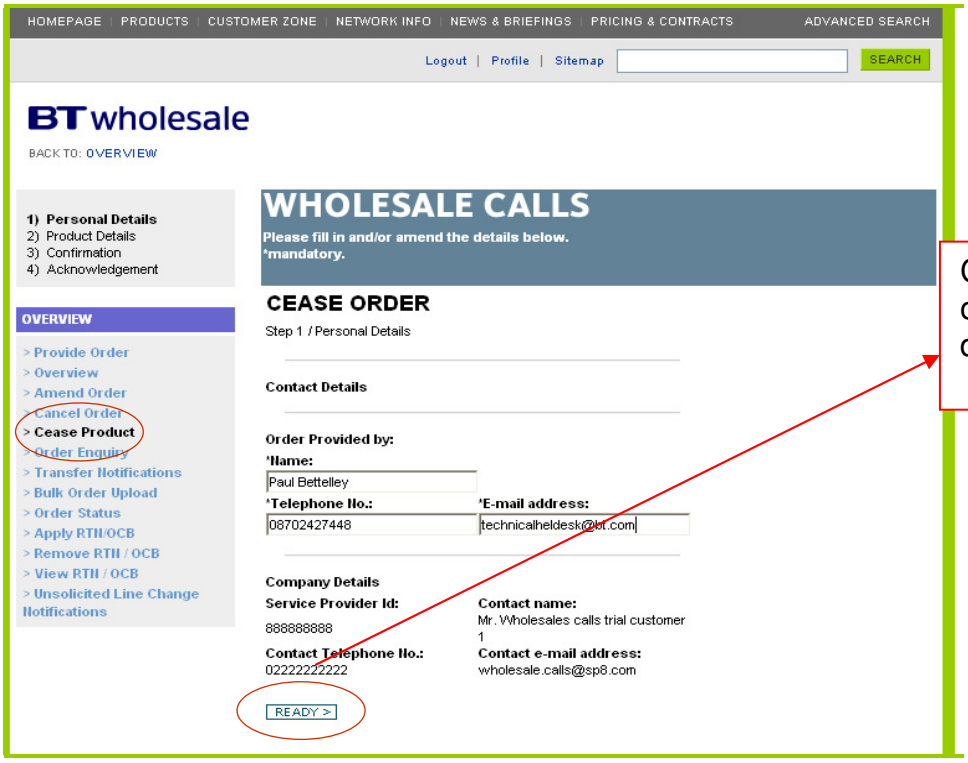
The Wholesale Calls product can be terminated by the submission of a Cease Order via the Portal.

- Ceasing the Wholesale Calls product will result in the EU's calls being carried and billed via their default Line Provider, providing no other calls package exists on the line.
- The lead-time for a Cease order is the next Working Day provided the order is placed before 12:00 on the previous Working Day. Any order received after noon will be ceased in 2 Working Days.
- If the order or file is rejected, it is the responsibility of the CP to resolve the error.

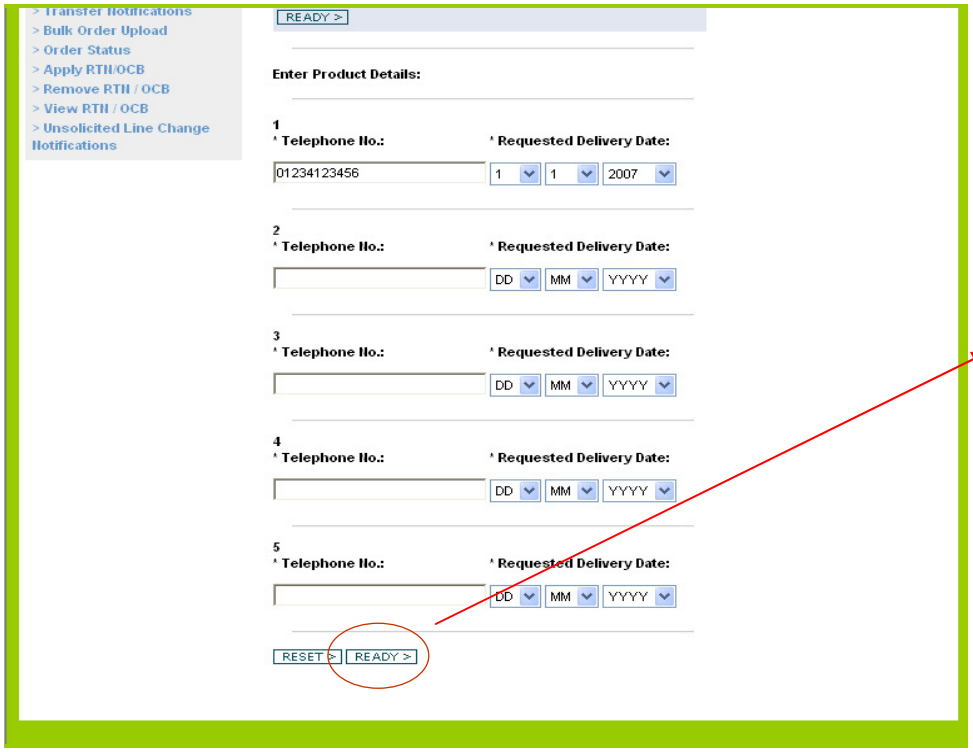
If BTW receives a Cease order against a telephone number for which a Provide order has already been accepted, and that Provide order has not reached "completed" status (an in-flight order), then the Cease order will be rejected. The CP should place a cancel order for any in-flight orders.

BTW will reject a Wholesale Calls Cease order if it detects a pending order to terminate the telephone line, which is in violation of the order lead time. This will be presented in the rejection codes and reasons as detailed in section 7.

Please note it is the responsibility of the CP to separately remove any WCLI call barring they had previously provisioned on the line when they cease the WCLI service.



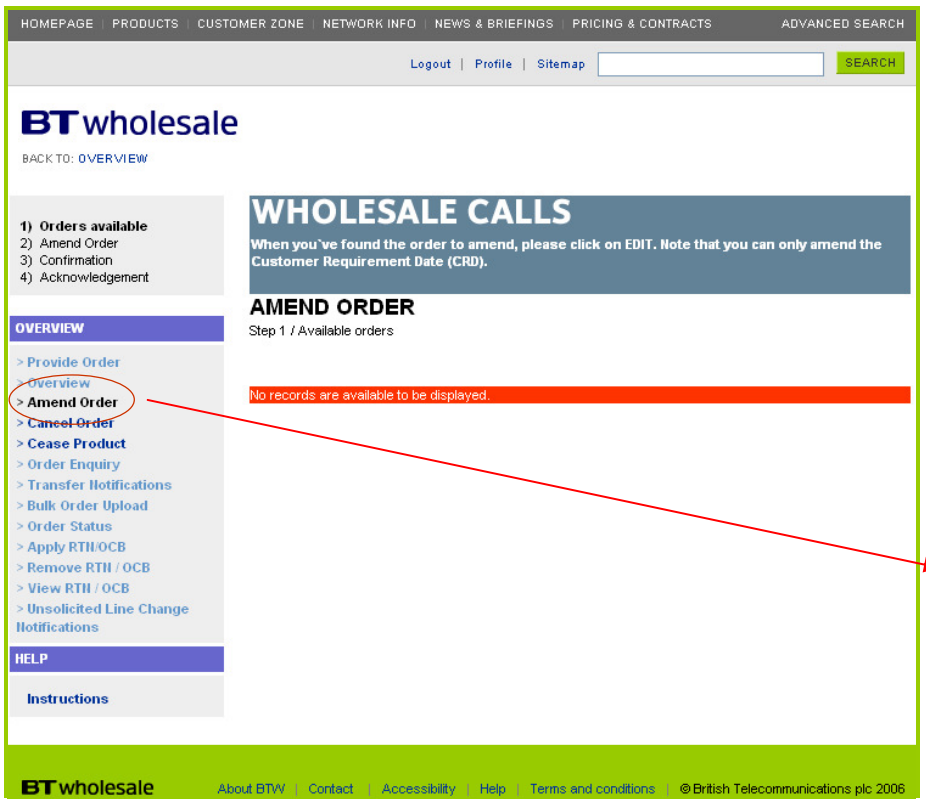
Click on cease order, enter user details, click ready



Enter orders to be ceased, maximum of 5, Click ready

3.8 Amend Order

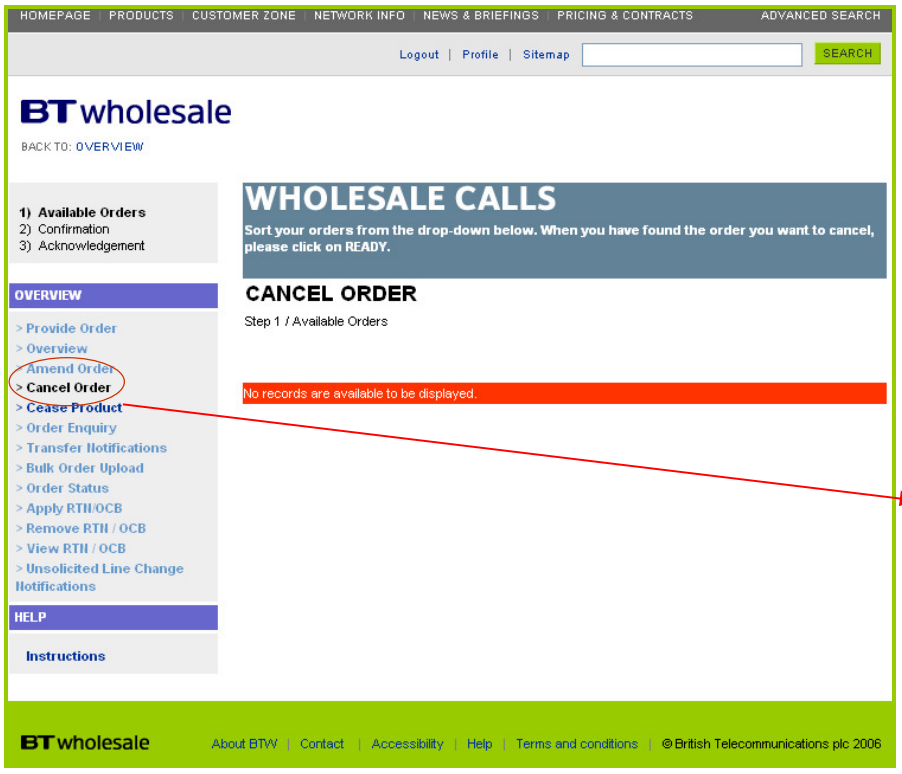
- The Amend Order permits the CP to modify the Customer Requested Date (CRD), specified on the orders described above, as long as the date change does not contravene the lead-time for these types of order. Please note this does not apply to Simultaneous Provisioning. Please see section 5.1 for more details
- Any Amend Order submitted must be placed using the CLI and new CRD.
- An Amend Order must be received before noon on the day prior to that order becoming effective. Amend Orders received after noon will be rejected, with the message "Action too late to be performed"
- If the order file is rejected, it is the responsibility of the CP to resolve the error.


HOMEPAGE | PRODUCTS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS
ADVANCED SEARCH
Logout | Profile | Sitemap
SEARCH
BT wholesale
BACK TO: OVERVIEW
1) Orders available
2) Amend Order
3) Confirmation
4) Acknowledgement
OVERVIEW
> Provide Order
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTI/OCB
> Remove RTI / OCB
> View RTI / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
WHOLESALE CALLS
When you've found the order to amend, please click on EDIT. Note that you can only amend the Customer Requirement Date (CRD).
AMEND ORDER
Step 1 / Available orders
No records are available to be displayed.
BT wholesale
About BTW | Contact | Accessibility | Help | Terms and conditions | © British Telecommunications plc 2006

Click on amend order which will display all pending orders available. Select required order to amend and click edit. Select new CRD, then select ready.

3.9 Cancel Order (Own)

- Any Cancel Order submitted must use the CLI
- A Cancel Order must be received before noon on the day prior to that order becoming effective
- The lead-time for a Cancel order is the next Working Day provided the order is placed before 12:00 on the previous Working Day. Any order received after 12:00 will be rejected with the message "Action too late to be performed".
- If the order file is rejected, it is the responsibility of the CP to resolve the error.


HOMEPAGE | PRODUCTS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS ADVANCED SEARCH
Logout | Profile | Sitemap
SEARCH
BT wholesale
BACK TO: OVERVIEW
1) Available Orders
2) Confirmation
3) Acknowledgement
OVERVIEW
> Provide Order
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTI/OCB
> Remove RTI / OCB
> View RTI / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
WHOLESALE CALLS
Sort your orders from the drop-down below. When you have found the order you want to cancel, please click on READY.
CANCEL ORDER
Step 1 / Available Orders
No records are available to be displayed.
BT wholesale
About BTW | Contact | Accessibility | Help | Terms and conditions | © British Telecommunications plc 2006

Click on cancel order which will display all pending orders available. Select required order to cancel and click ready, then confirm the cancel order.

3.10 Cancel Order (Other)

A “Cancel Other” situation arises when the CP is trying to gain a new customer, and the existing provider cancels the order at the End User’s request.

A ’Cancel Other’ situation arises where:

- CP has submitted a Provide Order in respect of a new customer but that customer's existing CP cancels the CP’s Order at the End User's request; or
- Another CP submits a provide order in respect of an existing Customer End User and you cancel that other CP’s order at the End User’s request.

‘Cancel Other’ Orders must be placed via the Portal.

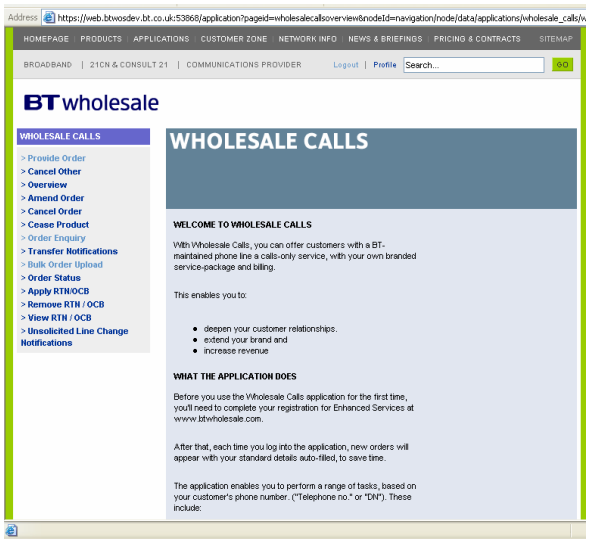
- Any Cancel orders must state the CLI, the Post Code and the CORC (Cancel Other reason code).
- A Cancel order must be received before 12:00 noon on the day prior to the day on which the relevant Order would otherwise be effective (CRD -1). Cancel Orders received after 12:00 noon on that day will be rejected, with the message “Action too late to be performed”.

If the Order is rejected, it is the responsibility of you the customer to resolve the error.

NOTE – If the CP places a WCLI order on their own WLR lines with a ‘next Working Day lead-time’ the cancel own process will not work, because there will be no window available for cancel own to be placed before noon on the day prior to that order becoming effective. WCLI orders on WLR go live on the next working day, so a cancel order cannot be placed before midday on CRD -1

3.10.1 Wholesale Calls Overview:

The following screenshots displays “Cancel Other” on the Wholesale Calls landing page. This will execute the Cancel Other order journey.


HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP
BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER
Logout | Profile
Search...
GO
BT wholesale
WHOLESALE CALLS
> Provide Order
> Cancel Other
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTN/OCB
> Remove RTN / OCB
> View RTN / OCB
> Unsolicited Line Change Notifications
WHOLESALE CALLS
WELCOME TO WHOLESALE CALLS
With Wholesale Calls, you can offer customers with a BT-maintained phone line a calls-only service, with your own branded service-package and billing.
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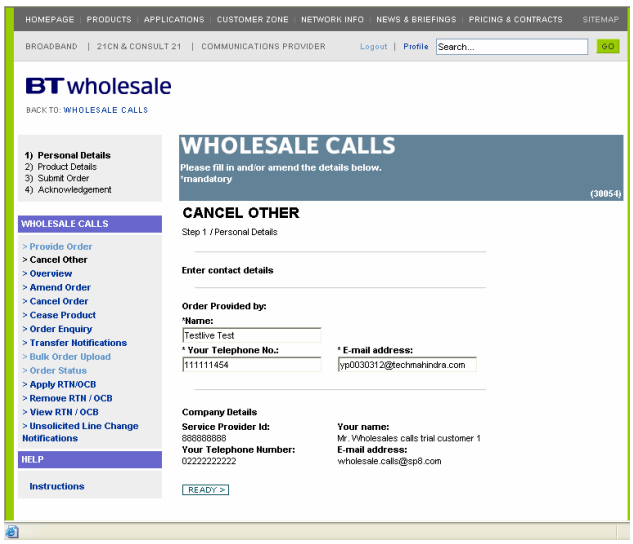
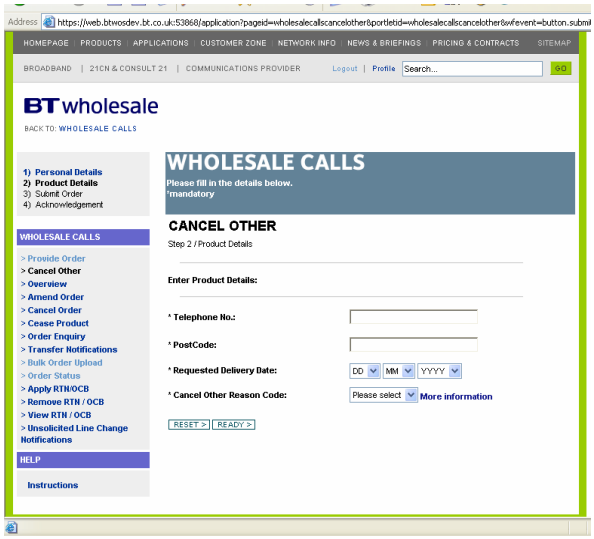
deepen your customer relationships.
extend your brand and
increase revenue
WHAT THE APPLICATION DOES
Before you use the Wholesale Calls application for the first time, you'll need to complete your registration for Enhanced Services at www.btwholesale.com.
After that, each time you log into the application, new orders will appear with your standard details auto-filled, to save time.
The application enables you to perform a range of tasks, based on your customer's phone number. ("Telephone no." or "DN"). These include:

3.10.2 Cancel Other Singleton journey:

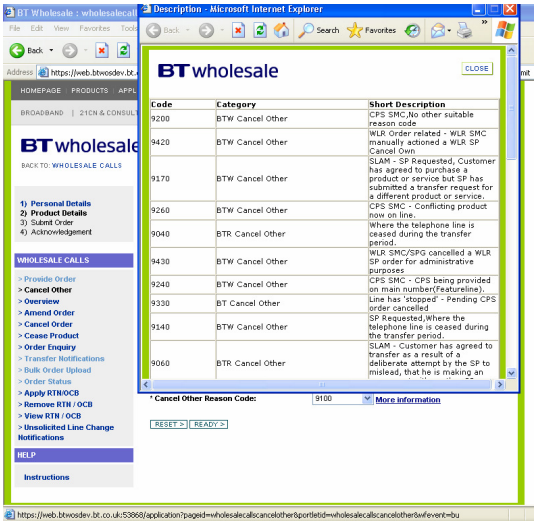
Step1: SP should be prompted to enter their Contact details including **-** Name, Your Telephone Number and Email Address. The 3 fields will be mandatory. This also displays the user's company details as read only.



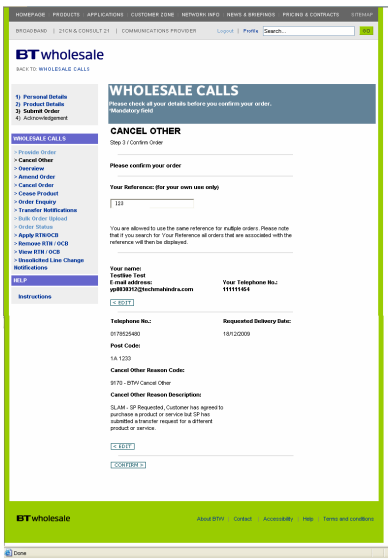
Step2: To display Cancel Other order screen with fields - Directory Number (UI Label - Telephone No.), Area Postcode (UI Label - Post Code), Requested Delivery Date, CORC. All fields will be mandatory.



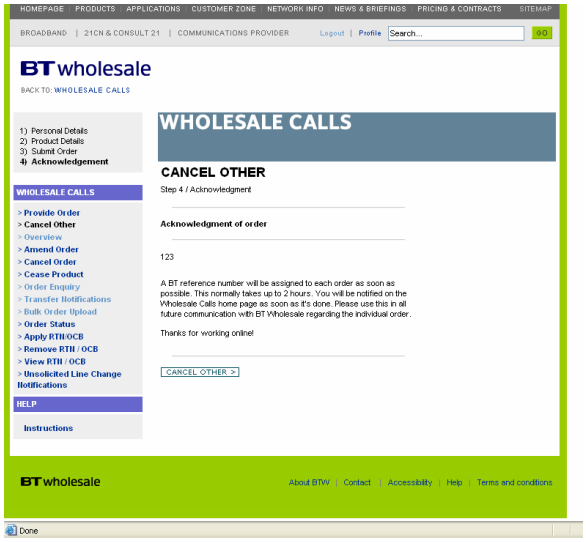
Step3:
You need to view more information of the Cancel Other Reason Code on the popup screen as shown below.


Description - Microsoft Internet Explorer
BT wholesale
CLOSE
Code
Category
Short Description
9200 BTW Cancel Other CPS SMC,No other suitable reason code
9420 BTW Cancel Other WLR Order related - WLR SMC manually actioned a WLR SP Cancel Own
9170 BTW Cancel Other SLAM - SP Requested, Customer has agreed to purchase a product or service but SP has submitted a transfer request for a different product or service.
9260 BTW Cancel Other CPS SMC - Conflicting product now on line.
9040 BTR Cancel Other Where the telephone line is ceased during the transfer period.
9430 BTW Cancel Other WLR SMC/SPG cancelled a WLR SP order for administrative purposes
9240 BTW Cancel Other CPS SMC - CPS being provided on main number(Featureline).
9330 BT Cancel Other Line has 'stopped' - Pending CPS order cancelled
9140 BTW Cancel Other SP Requested,Where the telephone line is ceased during the transfer period.
9060 BTR Cancel Other SLAM - Customer has agreed to transfer as a result of a deliberate attempt by the SP to mislead, that he is making an
* Cancel Other Reason Code: 9100 More information
RESET >
READY >
WHOLESALE CALLS
CANCEL OTHER
Instructions

Step 4:
Below shows the screen that will be displayed when confirming the Cancel Other order. The confirmation screen has a field where you can enter Your Reference number.



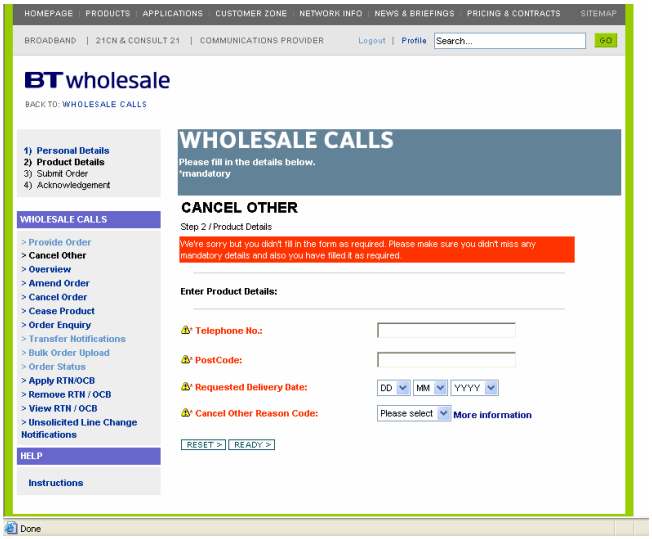
Step 5: Acknowledgement page for Cancel Other.
Acknowledgement screen displays Your Reference as read only**.**



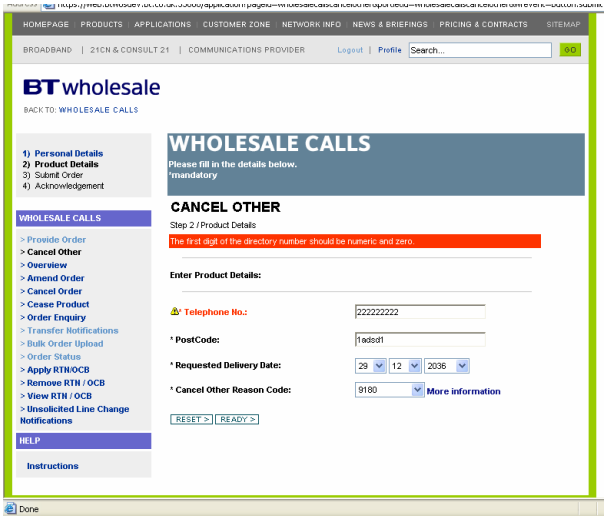
3.10.3 Validations for Singleton Cancel Other Journey

1) Check if all the mandatory fields are entered at each step of the journey
   Step 1 - Contact Details - Name, Your Telephone Number and Email Address are mandatory
   Step 2 - Order Details - Directory Number, RequestedDelivery Date, CORC, Area Post Code to be mandatory
   Step 3 - Confirmation - None
   Step 4 - Acknowledgement - N/A
2) Check if value of CLI is numeric and it starts with “01” or “02” and length to be 50 digits
3) Check if value of “Your Reference” is a String and the length is less than or equal to 30.
4) If “AreaPostCode” field is populated, then, check if value of “AreaPostCode” is a String and the length is equal to or greater than 5 and less than or equal to 7 (1 space inclusive). It can have numbers (0- 9), alphabets (a-z or A-Z or spaces) with at least one number and one space/character9 (but should not start and end with space).
5) Check if “RequestedDeliveryDate” is in the DD-MM-YYYY format and is greater than today’s date.
6) Check if “Cancel Other Reason Code” is in entered and is in 9xxx format

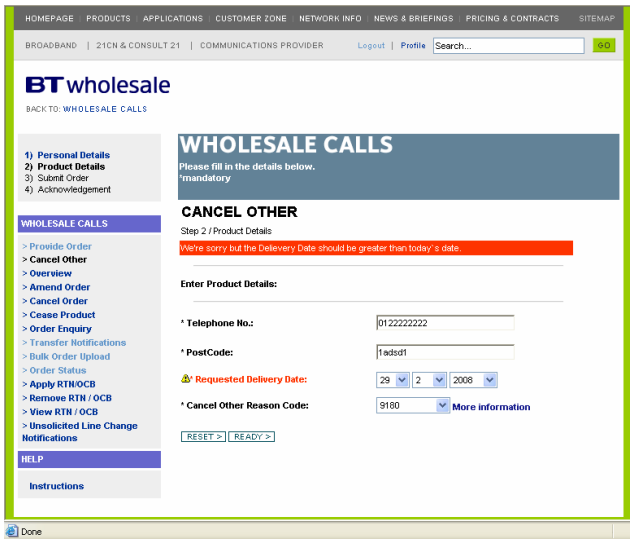
3.10.4 Cancel Other Singleton journey: Validation

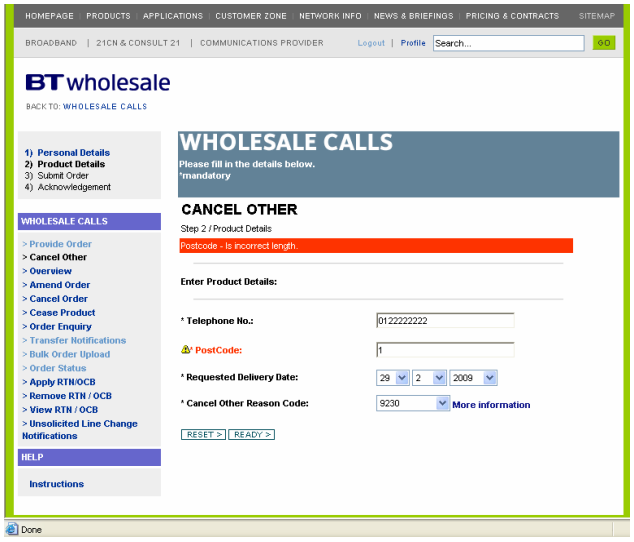


Cancel Other Singleton journey: Validation



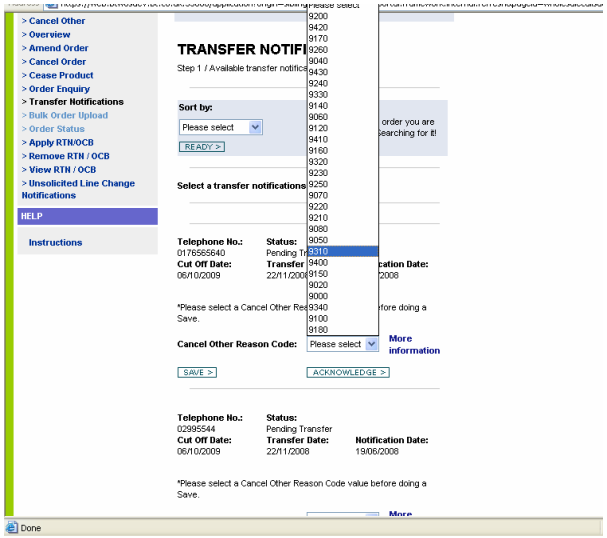
Cancel Other Singleton journey: Validation


HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP
BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER
Logout | Profile | Search... | GO
BT wholesale
BACK TO: WHOLESALE CALLS
1) Personal Details
2) Product Details
3) Submit Order
4) Acknowledgement
WHOLESALE CALLS
Please fill in the details below.
*mandatory
CANCEL OTHER
Step 2 / Product Details
We're sorry but the Delivery Date should be greater than today's date.
Enter Product Details:
* Telephone No.: 01222222222
* PostCode: 1adsd1
* Requested Delivery Date: 29 2 2008
* Cancel Other Reason Code: 9180 More information
RESET > READY >
WHOLESALE CALLS
> Provide Order
> Cancel Other
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTN/OCB
> Remove RTN / OCB
> View RTN / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
Done

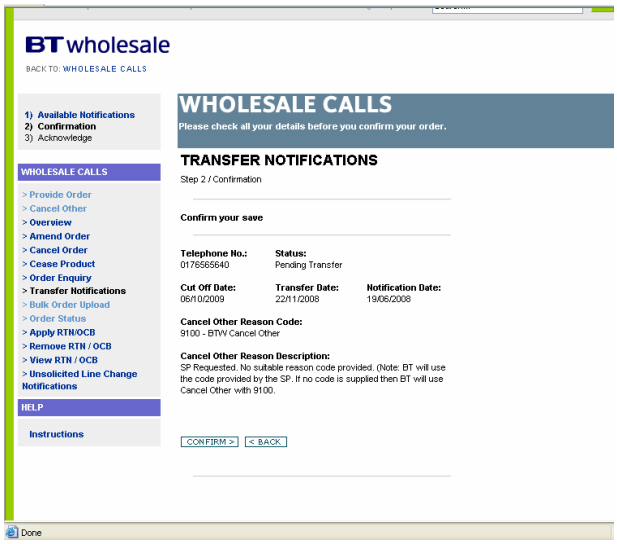

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP
BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER
Logout | Profile | Search... | GO
BT wholesale
BACK TO: WHOLESALE CALLS
1) Personal Details
2) Product Details
3) Submit Order
4) Acknowledgement
WHOLESALE CALLS
Please fill in the details below.
*mandatory
CANCEL OTHER
Step 2 / Product Details
Postcode - Is incorrect length.
Enter Product Details:
* Telephone No.: 01222222222
* PostCode: 1
* Requested Delivery Date: 29 2 2009
* Cancel Other Reason Code: 9230 More information
RESET > READY >
WHOLESALE CALLS
> Provide Order
> Cancel Other
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTN/OCB
> Remove RTN / OCB
> View RTN / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
Done

3.10.5 Transfer Notification Journey :

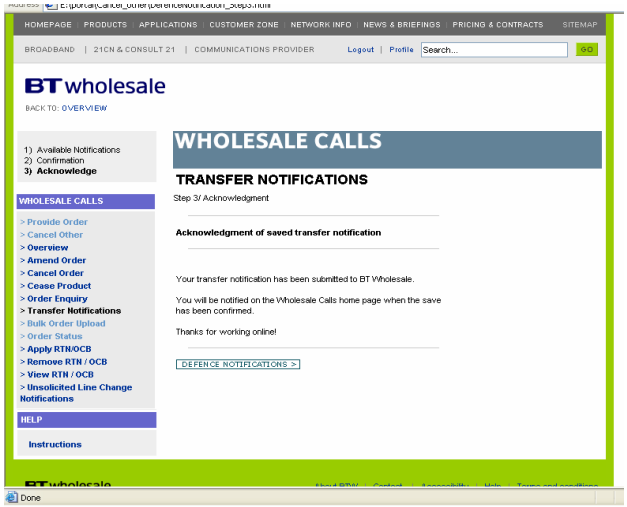
Step 1: Displays a list of CORC to SP on Defence Notification. CORC is a mandatory field for a Save. CORC is NOT mandatory during Acknowledge of Defence Notification.



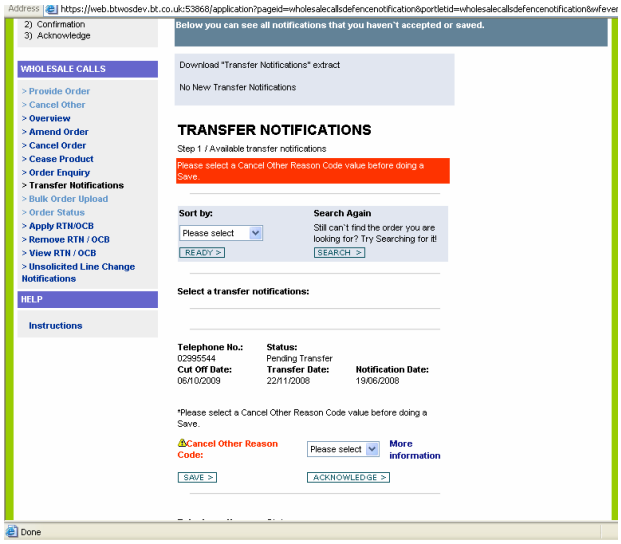
Transfer Notification Journey:
Step 2: The below displays the screen confirming the Transfer Notification.


BT wholesale
BACK TO: WHOLESALE CALLS
1) Available Notifications
2) Confirmation
3) Acknowledge
WHOLESALE CALLS
> Provide Order
> Cancel Other
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTN/OCB
> Remove RTN / OCB
> View RTN / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
WHOLESALE CALLS
Please check all your details before you confirm your order.
TRANSFER NOTIFICATIONS
Step 2 / Confirmation
Confirm your save
Telephone No.: 0176565640
Status: Pending Transfer
Cut Off Date: 06/10/2009
Transfer Date: 22/11/2008
Notification Date: 19/06/2008
Cancel Other Reason Code: 9100 - BTW Cancel Other
Cancel Other Reason Description: SP Requested. No suitable reason code provided. (Note: BT will use the code provided by the SP. If no code is supplied then BT will use Cancel Other with 9100.
CONFIRM >
< BACK
Done

Transfer Notification Journey:
Step 3: Acknowledgement page Transfer Notification.

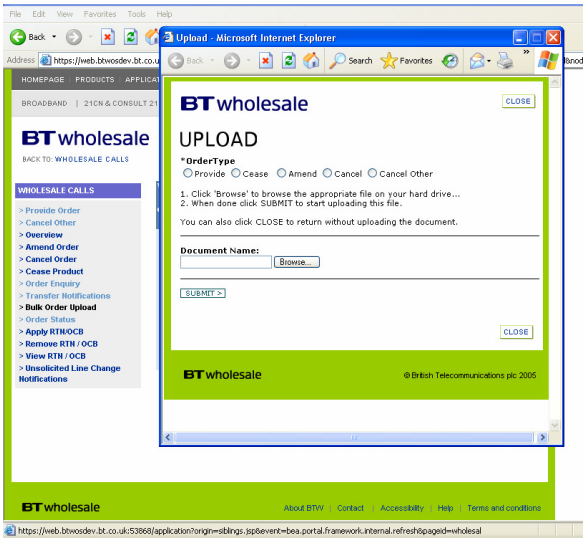

HOMEPAGE | PRODUCTS | APPLICATIONS | CUSTOMER ZONE | NETWORK INFO | NEWS & BRIEFINGS | PRICING & CONTRACTS | SITEMAP
BROADBAND | 21CN & CONSULT 21 | COMMUNICATIONS PROVIDER
Logout | Profile
Search...
GO
BT wholesale
BACK TO: OVERVIEW
1) Available Notifications
2) Confirmation
3) Acknowledge
WHOLESALE CALLS
> Provide Order
> Cancel Other
> Overview
> Amend Order
> Cancel Order
> Cease Product
> Order Enquiry
> Transfer Notifications
> Bulk Order Upload
> Order Status
> Apply RTN/OCB
> Remove RTN / OCB
> View RTN / OCB
> Unsolicited Line Change Notifications
HELP
Instructions
WHOLESALE CALLS
TRANSFER NOTIFICATIONS
Step 3/ Acknowledgment
Acknowledgment of saved transfer notification
Your transfer notification has been submitted to BT Wholesale.
You will be notified on the Wholesale Calls home page when the save has been confirmed.
Thanks for working online!
DEFENCE NOTIFICATIONS >
Done

Transfer Notification Journey Validation:
CORC is mandatory in a Save.



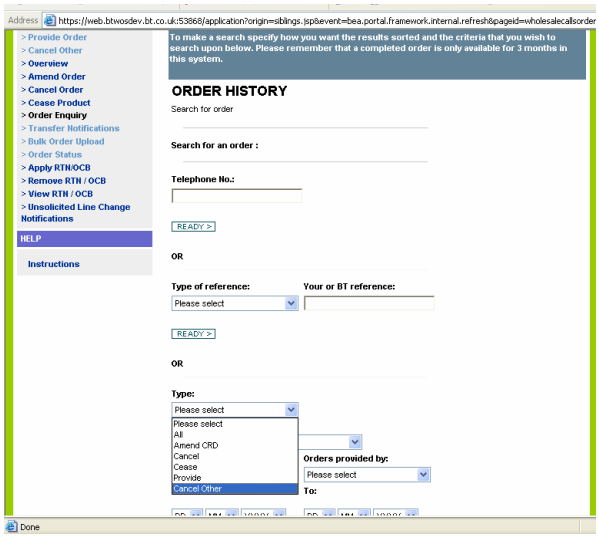
3.10.6 Bulk Load Cancel Other:

Displays an option to upload Cancel Other order types in the Bulk Utility interface. End user is able to upload an XML file with a maximum of 1000 orders using the Bulk Upload interface.

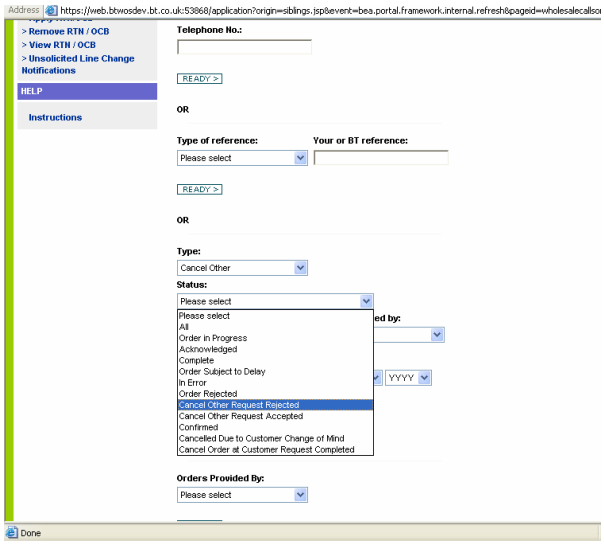


3.10.7 Order Enquiry:

This screen displays the Cancel Other as an option under "Type" on the Order Enquiry Utility interface.

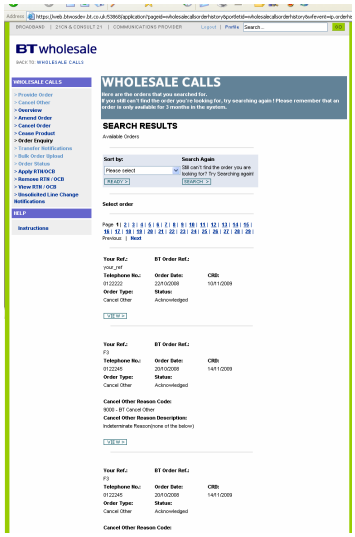


Displays Cancel Other requests Rejected and Cancel Other requests Accepted as an option under "Status" on the Order Enquiry



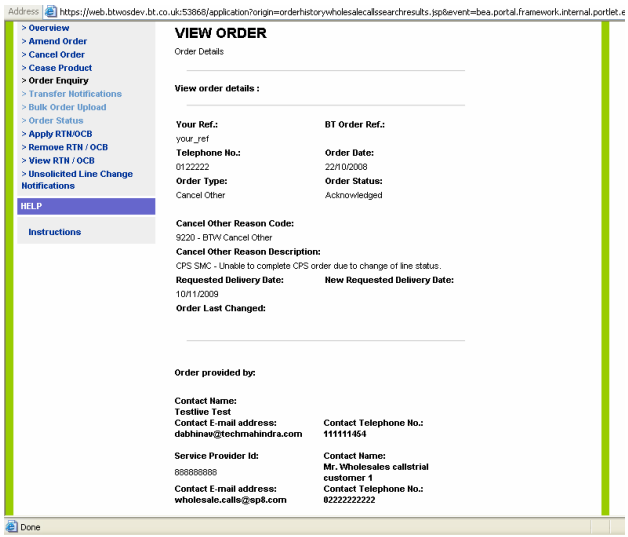
3.10.8 Order Enquiry Result page:

Retrieves and displays appropriate results.



3.10.9 Order Enquiry: View particular Order:

Displays the same set of details for individuals search records, as for other order types i.e. Your Ref, BT Order Ref, Telephone No, Order Date, CRD, Order Type, Status, CORC



3.11 Simultaneous Provision of WCLI on a pending WLR New or Transfer Order

This feature is designed to allow CPs the ability to apply WCLI simultaneously to a WLR line being transferred or provided (on the same CRD as the WLR line). Please note the WCLI CRD is wholly dependant on the WLR CRD.

Please be aware there are three scenarios with simultaneous provision

1 Communications Provider (CP) orders WLR from Openreach, on CRD X day. If the CP orders WCLI from BT Wholesale for delivery at a date later than the WLR, e.g. on CRD X+5 day. Then WCLI CRD will be adjusted to be the **same** as WLR CRD.

2 Communications Provider (CP) orders WLR from Openreach, on CRD X day. If the CP orders WCLI from BT Wholesale for delivery on the same date as WLR, e.g. on CRD X day. Then WCLI CRD will remain the **same** as WLR CRD.

3 Communications Provider (CP) orders WLR from Openreach, on CRD X day. If the CP orders WCLI from BT Wholesale for delivery at a date of earlier than the WLR, e.g. on CRD X-2 day. Then WCLI CRD will be adjusted to be the **same** as WLR CRD.

To help minimise rejections CPs must ensure that, if the Provide Order is to be associated with a new or transfer order for WLR, the WLR order must have a status of 'approved' on the Openreach SPG/EMP before proceeding.

In order for WCLI to be provided on a WLR line, the postcode supplied with the order must be the registered address postcode of the incumbent WLR CP. If the WLR line has already switched then WCLI will be applied to the line on the next Working Day.

Where a WCLI order is raised with a CRD for the next Working Day there will not be enough time for the CP to amend the CRD of the WC order before it is provided. In this case an Amend CRD request will be rejected. If an amendment to such an order is required, the CP should submit Cease and Provide orders following the successful provision of the first order.

Where a provision order has been added for the next Working Day then a cancellation request will be rejected as it will fail the cancellation cut off point validation.

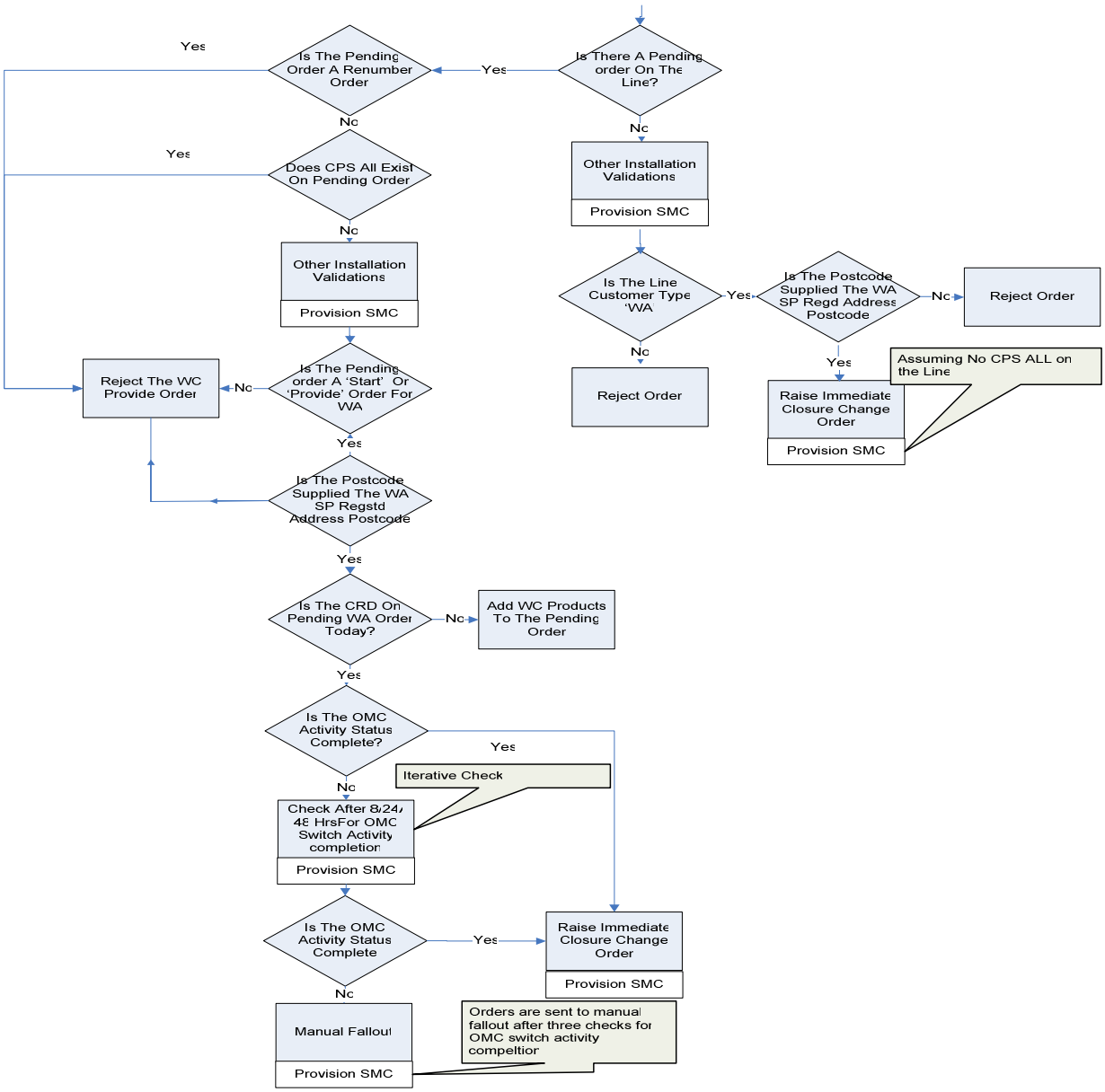
Where a WCLI order is being fulfilled simultaneously with a WLR order then any changes to the WLR order start date will be automatically mirrored by the WCLI order. The switchover date of the WCLI order is entirely determined by the start of the WLR order.

WCLI orders requested on a BTR line that has yet to be provisioned will be rejected (BAU).

WCLI will continue to be placed on a switched BTR line with a ten-day lead-time.

The following flow diagram highlights the simultaneous provision process.

Simultaneous Provision Process



3.12 WLR3 Novations

Wholesale Calls supports Openreach WLR3 novations between CPs. The process for these novations is governed and set out by Openreach. Wholesale Calls have worked with Openreach on this development to ensure, when requested Wholesale Calls Line Independent is retained during the novation.
For further info on WLR3 Novations please refer to the Openreach website – www.openreach.co.uk
The process works by suppressing the WCLI cease notification and replacing it with a WCLI retain notification. The retain notifications will be in the same format as the existing retain notification and will be sent via email. The order type will be listed as 'Novations' and the status will be a pending or actual retain.

4. NOTIFICATION TYPES

Standard Notifications are as follows:

4.1 Line Change Notifications:

CPs can download their line change notifications via the portal. Retain notifications are delivered via email. These will be available in the Line Change Notification file which will be provided once daily.

4.1.1 Cease Notification

- This covers scenarios where an EU contacts the Line Provider directly, requiring changes to their installation. E.g. Home Moving and Discontinuing Service etc
- BT will analyse the request of the EU with respect to the Customer and Installation records on CSS and changes will then be made directly on CSS
- If an order is raised by a non Wholesale Calls CP then Wholesale Calls will be removed, a Cease Notification is then generated and sent to the CP
- A file containing the notifications of pending orders provisioned to CLIs that would cause the Wholesale Calls product to be removed will be labelled as the Pending Cease Notifications in the unsolicited Notifications file.

4.1.2 Renumber Notification (number change)

- This covers scenarios where an EU with Wholesale Calls on their line contacts their Line Provider to change their existing telephone number
- BT will analyse the request of the EU with respect to the Customer and Installation records on CSS and changes will then be made directly on CSS
- BTW will retain the Wholesale Calls product and any associated Call Barring and send a Telephone Number Change Notification to CPs detailing the old and new numbers along with the effective start date.

4.2 Advice of Transfer Notification

- As a part of validation for a Provide Order, BTW determines whether the EU is currently taking their calls from another CP. If they are taking their calls from a Wholesale Calls CP a Pending Cease notification is generated and sent to the losing Wholesale Calls CP. At the CRD date the losing CP will be sent an actual Cease notification
- As the losing CP receives an actual Cease, the gaining CP will receive an order completion notification of the successful receipt of the EU.

4.3 Line Status Notifications

In addition to the current notifications files a 'Line Status Notifications' file will be made available via email which will provide both pending and actual notifications for the following scenarios:

Line Status Notification Scenarios

TYPE	SCENARIO	FILE – INFORMATION	INITIAL	FINAL
Return to BTR	EU contacts BT Retail to move Calls back to BT	Pending and actual cease of the Wholesale Calls service.	✓ Pending Cease	✓ Actual/ Ignore Cease
Return to BTR	EU contacts BT Retail to move Line and Calls back to BT	The CP WLR line will be stopped. An individual Pending notice and an actual cease notification will be generated	✓ Pending Cease	✓ Actual/ Ignore Cease
WLR Transfer	BTR Line with Wholesale Calls is transferred to another WLR CP	The BTR line will be stopped. Pending and actual cease notifications will be generated if the CP did not request WCLI Retain. If WCLI Retain is chosen then a pending retain and an actual retain notification will be sent to CPs and cease notifications will be suppressed	✓ Pending Cease OR ✓ Pending Retain	✓ Actual/ Ignore Cease OR ✓ Actual/ Ignore Retain
Line Cease	EU contacts BTR to request general cease of Line Service. (BTR owns the line relationship)	The line will be stopped. Pending and Actual cease notifications will be generated	✓ Pending Cease	✓ Actual/ Ignore Cease
Line Cease	The CP that owns the line, requests general cease of Line Service. The line providers and EUs are the only people that can cease a line.	The line will be stopped. Pending and Actual cease notifications will be generated	✓ Pending Cease	✓ Actual/ Ignore Cease
Home Move	EU requests Home Move (same number)	The line at the old address will be stopped. Pending and actual cease notifications will be generated. CLI will lose WCLI if the CP does not request WCLI Retain. If WCLI Retain is chosen the cease notifications will be suppressed and the CP will receive a pending COA and actual COA notification.	✓ Pending Cease OR ✓ Pending CoA	✓ Actual Cease OR ✓ Actual/ Ignore/ Suspend CoA
Home Move	End user requests Home Move (different number)	The line will be stopped. Pending and actual cease notifications will be generated. The CP will lose Wholesale Calls on the old CLI.	✓ Pending Cease	✓ Actual/ Ignore Cease

5. STANDARDISATION OF WCLI AND CPS

As part of the standardisation measures agreed with Industry and OFCOM, the initiation of a WCLI provision order will simultaneously remove the CPS All product if in existence on the line, and vice versa.

As part of a BAU WCLI set up, lines with CPS All will initiate the removal of CPS on completion of the Provide Order. This process also applies in reverse for the provision of CPS and removal of WCLI.

During the 10 day lead time, pending and actual cease notifications will be provided as standard.

If WCLI is applied to a line that has CPS INT and/or NAT then CPS will not be removed as part of the set up order. In these circumstances the EU should be requested to contact the CPS Operator in order to remove these products.

In the event of any conflict between a Carrier Pre-Selection service or an Indirect Access service and the WCLI Service, the Carrier Pre-Selection service or the Indirect Access service shall take precedence over the WCLI Service.

5.1 Temporarily Out of Service (TOS)

If the line has TOS (Temporarily out of service) applied by the line owner this will restrict all calls, inbound and outbound to that CLI in the same way as CPS.

5.2 Simultaneous Removal

CPS WCLI Removal (Single Order)

There are two scenarios:

1) When the CP places a Provide Order, if the Order is successfully validated and CPS All is on the line, then the CPS All will be ceased.

   - Standard set up notifications will be sent to the CP
   - The date that CPS ALL is actually ceased is determined by the CRD of the related Provide Order.
   - The CP will be able to place a Cancel (own) Order to cancel the Provide Order if necessary (BAU). This will also cancel the cease of CPS All (if applicable)
   - If a Provide Order is received and there is a pending order for WCLI or CPS All on the line, the Provide Order will be rejected.
   - If the CP places a Provide Order and CPSNAT, CPS INT or CPS NAT and INT options exist on the line, the process will be the same as if there is no

CPS option on the line (CPS will not be ceased). The Provide Order will be processed as per BAU

2) A CPSO places a CPS set up order for CPS All via the CPS Gateway. If the CP has Wholesale Calls on the line then it will be ceased

- The CP will be sent Pending and Actual Cease Notifications when Wholesale Calls is being removed
- The date that Wholesale Calls is actually ceased is determined by the CRD of the related CPS order
- The CPSO will be able to place a cancel own to cancel the CPS set up order if necessary (BAU). This will also cancel the cease of the CP's Wholesale Calls.
- If a CPS set up order is received and there is a pending Wholesale Calls or CPS order on the line, the CPS order will be rejected

6. CALL BARRING PRODUCTS

CPs can place and remove products that restrict the calling options available to a CLI.

The five call barring options available are:

- OCB (Outgoing Calls Barred)
- RTN (Route to Number)
- PRS (Premium Rated Services)
- MOB (Mobile only)
- INT (International)

The first two, OCB and RTN, are provided to enable CPs to take responsibility for their own credit and debt management.

RTN will only work on BTR lines. RTCC is the equivalent service for WLR and is delivered by Openreach. For Further info on RTN please refer to the Call Barring (Debt Management).

For further info on RTCC please refer to the Openreach website – www.openreach.co.uk

The final three, PRS, MOB and INT, can also be used as a form of debt management by CPs, but they are primarily anticipated to be offered to the EU as a method of restricting their own usage.

Please see the Call Barring User Guide for further details:

www.btwholesale.com/wholesalecalls

7. FAULT REPAIR

Most faults that may occur will be due to a problem with the telephone line. CPs will need to advise the End User to contact his provider of the analogue direct exchange line in the first instance.

If the fault is traced to the WCLI Service the Communications Provider should report the fault to the SMC during the working day who will take the necessary steps to resolve.

8. MESSAGE REJECTION CODES

It is the CP's responsibility to ensure that the information provided to BTW is complete and accurate.

An Order will be accepted, or rejected, based on the information provided in the Order and on information held by BTW, e.g. incompatible products. The CP must use reasonable endeavours to minimise the number of rejections.

The accept/reject message will be available in the relevant Order Notifications report.

Where BTW rejects an Order, a rejection report with the rejection codes (providing the reason for the rejection) will be sent to the CP for further investigation. The message will be reported as part of the order rejection process.

A list of all rejection codes is provided below:

Error codes for WC provision requests.

REASON CODE	REASON CODE TEXT
ORDER LEVEL REJECTIONS	
101	Order no. Not unique to the given service provider
102	Product incompatibility
103	Customer type incompatibility
104	Wholesale Calls from the same Service Provider is already present
105	Telephone Number not representing a working line
106	Order already requested on that Telephone Number
107	End User for Wholesale Calls is not owned by SP
108	Invalid Telephone Number for Ceasing Wholesale Calls
110	Telephone Number not recognised
115	Telephone number not suitable for wholesale calls
221	Action too late to be performed
222	Mismatch in Service Provider Identity with respect to Original Order/Notification
223	Request is not compatible to the current Status of the Order
224	New Requested Delivery Date is the same as the current one
225	Conflicting pending calls arrangement order on CLI
226	Unable to complete WC Provide Order due to configuration issues with the line setup
227	Current pending line status will not support this request
228	Current number status preventing order fulfilment at this time
250	Telephone Number not matched with account number
251	Requested Delivery Date violates Order Lead times
252	Invalid Telephone Number - (Non Geo, Mobile, Tel No starting with two zeros etc)
254	Wholesale Calls is Applicable only on Main telephone Number

255	Mismatch of Line Provider Indicator
257	Supplied Post Code is not correct for the entered Telephone Number
PRE-ORDER LEVEL REJECTIONS	
258	Account Number or Post Code is not present in the Order

When an Order receives a rejection notification, any resubmission of that Order must contain a new Order ID.

9. SERVICE PROVIDER HIGH USAGE REPORTS

The SPHUR (Service Provider High Usage Reports) service allows access to a "High Roller" reporting system that will enable CPs to identify potential fraud risks, threats and bad debt. This enables Communications Providers to take positive action to reduce potential revenue loss. The service is suitable for CPs with a daily CDR volume of c. 750k.

SPHUR facilitates the analysis of end user call data records (CDRs) to:

- Identify highest usage CLIs (by volume, cost or duration)
- Investigate call traffic for any CLI
- Drill down to individual calls
- Provide daily and *cumulative periodic summary of call spend

CDRs are categorised by the following call types:

- Premium Rate
- International
- Mobile
- Miscellaneous

* Typically, CPs can expect to obtain up to 90 days cumulative call spend.

The TV Quiz Alerts included with the SPHUR service will allow CPs to monitor and take action in near real time, end user TV Quiz call traffic. Calls made to "TV Quiz" Premium Rate Service (PRS) numbers (as identified and managed by BT) will be 'monitored' and every time 30 calls are made from a specific CLI, an email alert will be sent to the CP's mailbox. During the 'early hours' this can be approx 30 minutes after the 30th call. This will vary at other times of the day.

In addition to the basic SPHUR package, CPs may subscribe to a number of additional modules.

The **Express Data Feed** will, in addition to the daily report, provide access to Pseudo-rated CDR reports that will allow visibility of end user calls at least 12 hours earlier than the Daily Priced data, thereby allowing analysis of call traffic by the CP in a more timely fashion. This data feed does not contain Operator Assistance, Transfer Charge and Text Direct calls. CPs who subscribe to the Express Data Feed service **must** also subscribe to the basic SPHUR package.

The **CSV Extract Files** module will provide CPs with an Automated FTP file giving a (cumulative daily summary) High Usage Report of their customers Pseudo Rated calls each time a '4 hourly' file is produced. Each file is limited to the CP's 'top' 10,000 customers. This file is offered as an option for the CP who wishes to integrate these files into their own systems. CPs who subscribe to the CSV Extract Files module **must** also subscribe to the Express Data Feed module.

SPHUR is a web based application and can therefore be accessed over ADSL or any other Internet connection. Access is via BT's iDesk and CPs will be required to sign an IT Legal Agreement prior to access to this facility. Support is available Monday-

Friday, 08:00-18:00 (excluding Public and Bank Holidays) via the SPHUR Helpdesk on 08702 40 50 80, sphur.helpdesk@bt.com

There is an annual fee associated with the SPHUR services and reports are produced based on CDRs as detailed in schedule 2 of the Conditions for Wholesale Calls Service. Please talk to your BT Account Manager for more information or contact the SPHUR Helpdesk on 08702 40 50 80.

10. NUISANCE CALL BUREAU

An End User who receives nuisance calls may be a victim of crime and that crime is being perpetrated over the telephone network. If this happens the CP should inform the End User that they need to contact their line provider to resolve.

Further information on the Nuisance Call Bureau can be found in the WLR product handbook on the Openreach website – http://www.openreach.co.uk

Should CPs have initial queries concerning nuisance calls, contact should firstly be made to nuisance.call.service@btw.com for further advice.

11. GLOSSARY

The following terms are used throughout the document.

Add Keep text	A command from CHESS system to BT Wholesale calls systems
ADSL	Asymmetric Digital Subscriber Line
ASG	Application Support Group
ATM	Asynchronous Transfer Mode
BTW	BT Wholesale, a division of BT Group
BTR	BT Retail, a division of BT Group
Calling Line Identity (CLI)	The identifier of a telephone line (i.e. its telephone number).
Carrier Pre Selection (CPS)	Is the service which allows EUs to pre select a Carrier to deliver certain categories of calls and to be billed directly by that carrier?
CD ROM	Compact Disc Read Only Memory
CDR	Call Detail Record
CHESS	A BT switch management system
CoA	Change of Address
Communications Provider (CP)	A Public Electronic Communications Networks (PECN) Provider or a Public Electronic Communication Services (PECS) provider.
CPid (Communications Provider Identity.)	Specific Identity Number given to Communications Provider by BT.
CPS ALL	CPS variant that routes all of the customers calls via CPS
CPS INT	CPS variant that routes all of the customer's international calls via CPS
CPS NAT	CPS variant that routes all of the customer's national calls via CPS
CPS Operator (CPSO)	This is the operator selected by the EU to carry their calls of a chosen category.
CSS	Customer Services System
CSV	Common Separated Values
Customer Required Date (CRD)	The relevant date detailed on an Order for the activation cessation of an End User on Wholesale Calls.
Customer Service Plan	The service plan for CPs.
Data Exchange and Distribution Server (DEDS)	Computer system set up to allow outside companies to collect files from BT.
Direct Dialling In (DDI)	A facility enabling telephone users to dial direct into a firm's extensions as if they were normal public telephone numbers. Most large offices have DDI facilities.
DMSU	Digital Main Switching Unit
DUNS Number	A unique nine digit identification sequence provided by Dun and Bradstreet, which provides unique identifiers of single business entities, while linking corporate family structures together. Used by BT as

	Communication Providers Identity (CPid).
Equivalence Management Platform (EMP)	The Openreach strategic platform providing a common interface for placing orders and fault reports for all Openreach products.
End User (EU)	This term distinguishes between CPs (BT's customer) and the ultimate end users. End Users are the people who make use of the Wholesale Calls service provided by BT to CPs.
FastPeter	The BT system used for placing and removing barring orders.
File Transfer Protocol (FTP)	A method for transferring publicly accessible documents between machines or over the internet.
Geneva Integrated Universal Solution (GenIUS)	The BT system used for Billing and Rating
Indirect Access	A service where a CP can set up a prefix to be automatically added to a number to route all calls via that CP.
Integrated Services Digital Network (ISDN)	This is a digital network that allows a host of services to be carried together on the same circuits. It can be considered to be an extension of the public switched telephone network, the key similarity being that it permits any two compatible pieces of connected equipment to talk to each other. This means that ISDN can carry any form of data, such as voice, video and computer files.
INT	International calls barring i.e. all calls beginning '00'.
LDLI	Last Diverting Line Identity
Line Provider	The provider of the line to the End User over which the services run
MOB	Mobile calls barring only (does NOT include other categories of call beginning '07').
Order Types	This refers to an activity related to the End User calls package requested by the CP and can involve a Provide, Cease, Amend or Cancel Order.
Onebill Replacement System (ORS)	This is a billing consolidation system, which takes billed feeds from accounts on other billing systems, and consolidates these into a single bill.
Outgoing Call Barring (OCB)	The generic term used to restrict access to a telephony network for either all or only chargeable calls.
PEW	Planned Engineering Works
Portal (Wholesale Calls)	The BT electronic gateway which enables communications providers to place orders for the Calls Service for Wholesale Calls Lines Independent
PRS	Premium Rate Service

Public Electronic Communications Networks (PECN)	An electronic communications network provided wholly or mainly for the purpose of making electronic communications services available to members of the public.
Public Electronic Communication Services (PECS)	Any electronic communications service that is provided so as to be available for use by members of the public
Public Switched Telephone Network (PSTN)	The established international telephone system carrying voice data over circuit switched connections.
Retail Agent	A BT Retail member of staff
RIPE	Réseaux IP Européens
Route To Credit Control (RTCC)	A call barring service provided by Openreach to WLR Line Providers whereby any attempt to place a chargeable call from the End User CLI will be routed to a call centre nominated by the WLR Line Provider.
Route To Number (RTN)	A call barring service provided as part of the Wholesale Calls service whereby any attempt to place a chargeable call from the End User where the CLI is a BTR Line will be routed to a number nominated by the CP.
Select Services	Select Services are a range of additional features and services that Openreach offer to the WLR customers
Service Management Centre (SMC)	The BTW dedicated service management functionality and single point of contact.
Service Provider Gateway (SPG)	The Openreach gateway where CPs place their WLR orders.
Service Provider High Usage Reports (SPHUR)	This service allows access to a “High Roller” reporting system to enable CPs to analyse EU call data to identify potential fraud risks, threats and bad debt.
SMART	A BT Retail system
SMS	Short Message Service
SPACE	A BT Wholesale System
STOP Order	An internal BT system order relating to Line Rental
TAG	Telecom Accounts Group
UNIX	Computer Operating System used by DEDS, GenIUS, etc.
VAT	Value Added Tax
WA	Wholesale Access, the group name for the Openreach WLR products
WCLI A Code	Product identifier on BT Systems
Wholesale Calls	The calls only service that provides a Communications Provider with the ability to offer its own branded telephone service over a PSTN or ISDN line that is provided, managed and maintained by BT.
Wholesale Calls Line Independent (WCLI)	The Wholesale Calls variant that enables CPs to offer their own branded telephony service to End Users independently of WLR.
Wholesale Calls Line Associated	The Wholesale Calls variant that is provided

(WCLA)	as the default call service available on a WLR line.
Wholesale Line Rental (WLR)	An Openreach product, which enables CPs to offer their own branded telephony line rental service to End Users
WLR2 / WLR3	Variants of WLR, For further info on these please refer to the Openreach Website: www.openreach.co.uk
Working Day	Monday to Friday excluding Public and Bank Holidays in England

12. LEGAL NOTICE

Please note all lead times are for guidance only and provided on a reasonable endeavours basis.

The service levels will not apply if:

(a) the failure by BT is due to the Communication Provider's own network or equipment or any other network (including but not limited to the Internet) or equipment, outside the BT network; or

(b) the Communications Provider is in breach of any part of this Contract or BT suspends the Service or any part of the Service in accordance with this Contract;

(c) the Communications Provider and BT agree a different timescale for performance of the Service;

(d) reasonable assistance is required or information is reasonably requested by BT from the Communication Provider, End User or a third party and such assistance or information is not provided; or

(e) the failure is due to Force Majeure; or

(f) the Communications Provider fails to respond to a query raised by BT in relation to the Service or the Communications Provider Service ; or

(g) the failure is due to a planned or emergency Service interruption; or

(h) the failure is due to an inaccurate illegible, incomplete or duplicate order being submitted by the Communication Provider; or

(i) the failure is due to the presence of an incompatible product as detailed in the Handbook; or

(j) the Communications Provider has failed to implement any instructions issued by BT in relation to the Service